

ACTS
Retirement-Life
Communities®

Date: March 1, 2016

To: ACTS Residents Residing in Independent Living

From: Charles W. Coxson III, Senior Vice President Community Operations
Stephen Eggles, Vice President Nutrition and Wellness Services

Subject: NEW GUEST MEAL CREDIT POLICY

In response to resident input, we are pleased to introduce our new Guest Meal Credit Policy. Effective March 1, 2016, you will have the option of trading two (2) unused resident contracted meals per month for guest meals.

We will continue to treat guest meals as we have in the past. To utilize your unused guest meals, you will make reservations for your guest(s) and you will be asked to sign a Guest Meal Charge Form. At the end of the month, if you have guest meal charges, a credit will be processed for up to two (2) meals provided you have unused contracted meals.

In anticipation of questions relating to this new policy, we have attached a list of Frequently Asked Questions for your reference. Please do not hesitate to contact your Executive Director or Director of Culinary and Nutrition Services should you have additional questions.

We encourage you to use this new meal plan option to enjoy and share our dining experience with family and friends. It will be our pleasure to welcome and serve your guests.

Frequently Asked Questions
Use of Non-Charge Guest Meals

1. Can a non-charge guest meal be used for any guest?
Yes, they can be used for family, friends and other residents.
2. Can a non-charge guest meal be used for another resident who is not on a contracted meal plan?
Yes
3. Can a non-charge guest meal be used for any meal including upcharge meals such as a New Year's Eve Lobster Dinner?
Non-charge guest meals will be treated the same way as a resident meal. If the guest meal charge for a meal is higher than the standard guest meal charge such as New Year's Eve Dinner or some of the Sunday brunches and the resident does not pay extra for the meal, the non-charge guest meal can be applied with no additional charge. If there is an extra charge to the resident for a special event meal, a resident can use a non-charge guest meal along with the same upcharge for a guest.
4. What if I have opted out of a meal plan, can I still use non-charge guest meals?
No, residents need to be on a contracted meal plan to use non-charge guest meals.
5. How are the credits tracked?
All guest meals will be recorded as they are now with a charge to your account which takes place at the kiosk when you enter the dining venue. At the end of the month, if a resident has unused contracted meals, the bill will be credited for the most expensive guest meal charges up to two (2) guest meals depending on the number of unused contracted meals available at that time.
6. Is it necessary to inform Culinary and Nutrition Services in-advance before using a non-charge guest meal?
As per the policy, we request reservations for all guests. All guests entering the dining room will check-in as a guest. Non-charge guest meal credits will be processed at the end of the month.

7. Can a non-charge guest meal be applied to a guest in WillowBrooke Court or OakBridge Terrace?
Independent Living Residents are entitled to bring guests to any dining location in the community. Guest meal charges incurred in WillowBrooke Court or OakBridge Terrace qualify for the non-charge credit provided they were charged to an Independent Living Resident.
8. Can a non-charge guest meal be applied to any meal period: breakfast, lunch or dinner?
Yes, a guest meal charge can be used at breakfast, lunch or dinner and at the end of the month. The most expensive meal will be credited as a non-charge guest meal provided there are unused contracted meals.
9. Do the meals have a dollar amount associated with them?
No, all meals are treated as one meal.
10. Why are there only up to two (2) non-charge guest meals credited to each Independent Living Resident even if there are more than two (2) unused meals?
We budget resident meal participation on the actual history of resident meal usage. Accordingly, at the end of the year, there are no left-over meal funds for resident unused meals. We need to collect data on the financial impact of allowing unused meals to be consumed as non-charge guest meals before we give consideration to increasing the number of allowable non-charge guest meals.
11. If I don't use two (2) guest meals in the month, can I carry them over to the next month?
No, unused non-charge guest meals cannot carry over at the end of the month just as contracted meals cannot carry over at the end of the month.
12. Are non-charge guest meals transferrable to another resident?
No, non-charge guest meals are not transferable.
13. Are couples permitted up to four (4) non-charge guest meals per month?
Yes. For couples that are covered under one lifecare contract, you can collectively use up to four (4) unused contracted meals so long as both reside in independent living. If one moves to a higher level of care, the resident remaining in independent living may use up to two (2) unused contracted meals as no-charge guest meals.

14. I am on a preview to lifecare contract, does this new program apply to me?
Yes, the preview to lifecare contract includes the same meal provisions as the current ACTS lifecare contract. Therefore, preview to lifecare Residents may also use up to two (2) unused contracted meals per month for guest meals.
15. I am on an older lifecare contract that provides sixty (60) meals per month, how does this program apply to me?
Residents whose contract provides for sixty (60) meals a month will also be able to use up to two (2) unused contracted meals per months as guest meals.
16. I am on an older lifecare contract that provides sixty (60) meals per month, and I have opted out of thirty (30) of the meals using the "flex-meal program", how does this program apply to me?
Since you still receive thirty (30) contracted meals per month, you are eligible for this program. Therefore, you may also use up to two (2) of your unused contracted meals per month as a non-charge guest meal.
17. I am living in a cottage/villa/carriage home and I have opted out of the meal plan. How does this new program apply to me?
If you have opted out of the meal plan, you have no contracted meals, and therefore are not eligible for this program.
18. Are residents in OakBridge Terrace and WillowBrooke Court eligible for this new program?
No, residents in these higher levels of care are not eligible for this program. For couples on the same resident contract, if one resides in a higher level of care and one remains in independent living, the resident in independent living may use up to two (2) of your unused contracted meals per month as a non-charge guest meal.