

IMPORTANT NOTICE



Date: Tuesday, December 17, 2024

To: All Independent Living Residents

From: Kim Buchholz, RCS Administrator

**Re: Emergency Campus Water Shut Down:
Wed. Dec. 18 10:00 A.M.**

As many of you may know, on Monday this week, water began seeping up through our internal driveway between the Plaza and Court buildings. We've now identified the leak as being in one of our main water lines that run up and down the driveway.

Repairs require shutting down the water pressure to this line, excavating around the leak, repairing the pipe, then backfilling and sealing the repair.

Today (Tuesday), several teams spent most of the day unsuccessfully attempting to isolate the line around this break by closing a variety of different valves along the driveway. Since this initial effort didn't work, we now need to go to the next level which is to progressively isolate additional valves further from the leak until the water stops coming through the pavement.

This means we all need to plan for a major campuswide water shutdown on Wednesday, Dec. 18 starting at 10:00 a.m. and lasting

for up to three (3) hours, or until around 1:00 p.m. while repairs are made.

It's possible North Pointe and the Manor building will not be affected by this shutoff, but we should all plan for the worst-case scenario.

However, we are certain that Riverview, Court, Plaza, River Ridge Homes, Terrace & White Oak Grill, and the Health Center will ALL be affected by this three-hour water interruption.

Staff teams across campus are all working to provide service continuity in all Licensed Care areas, Food & Beverage and Housekeeping operations, along with all the supporting departments in all buildings.

However, with the water shutdown of this duration, some service interruptions and adjustments must be made:

FOOD & BEVERAGE SERVICES:

- Waterfalls will be closed all day Wednesday
- Marketplace: Open but no specialty coffee drinks for the day
- White Oak Grill open for breakfast service, no change
- White Oak Grill Lunch service provided to licensed care residents only.

For IL residents:

- Waterfalls will be CLOSED all day Wednesday
- White Oak Grill CLOSED for lunch Wednesday to IL residents
- Marketplace will be OPEN but no specialty coffee drinks for the day
- Elk Rock OPEN 11a-2p for lunch service with deli sandwiches, chips and soup
- Riverview OPEN 4-7p for dinner with a modified menu
- White Oak Grill OPEN 4-6p for dinner with a modified menu

In addition:

The interior driveway will be closed around 7am Wednesday to allow for the excavation work.

Resident laundry areas in the different buildings will have no water during this shutdown time of 10a – 1p.

As you can see, this is a significant disruption, and we apologize for that. However, delaying the project increases the risks for everyone so getting it started quickly is the best approach.

Thanks for your patience and understanding while we all make adjustments for the day!

