



## **Independent Living Services Protocol**

***Phase One – Active Monday, June 22***

***\*Updated Services are marked with an asterisk\****

### **Concierge Hours**

Currently, the concierge is available Monday – Friday from 8:30 a.m. to 5 p.m., Saturday from 10 a.m. to 4 p.m. and Sunday from 11 a.m. to 4 p.m.

### **Wellness Checks\***

**Weekly wellness checks will end on July 6.** Residents will still need to self-monitor daily and alert Tina Minio or Concierge (410-484-3099) should you have the onset of any symptoms including a temperature of 99 degrees or above, cough, shortness of breath, chills, muscle pain, headache, sore throat, loss of taste or smell, dizziness or diarrhea. Additionally, we will have a monitoring station available at the concierge desk for temperature checks and pulse ox checks. If you do not have a thermometer, please utilize this station in addition to our weekly door-to-door checks.

### **Masks\***

Masks must be worn at all times when leaving your apartment. Please do not remove the mask to talk. **Over the past week, we have noticed many residents are not wearing masks correctly. The mask must entirely cover your nose and mouth** in order to protect yourself and those around you.

### **Social Distancing**

Please keep at least six feet between individuals. Group gatherings should consist of no more than six people at one time.

### **Emergency Requests**

Monday through Friday, you may contact either Tina Minio or the Concierge (410-484-3099). On the weekends and after 5 p.m., security will respond.

### **Meals**

This process will not change and meals will continue to be delivered door-to-door. The dining team has adjusted delivery times to be more consistent. You will be notified when to expect your meal delivery. Dining services will continue to utilize personal protective equipment (PPE)

and use hand sanitizer between deliveries. For guidance on when to resume in-person dining, we are closely following Governor Hogan's requirements for restaurants. As of today, the Governor has not released a timeline for this. We expect when this happens, we will operate at a reduced capacity of individuals at one time and suspend self-serve options.

### **Mail and Packages**

Residents have been able to access their own mail since Saturday, May 30. The mailboxes are sanitized twice daily, however, wash your hands thoroughly once you are back at your apartment. Package delivery will continue to individual apartments. We have a group of approved volunteers disinfecting and delivering packages. This practice will continue through phase one.

### **Grocery and C-store Orders**

The process for once a week orders for groceries will continue. Please have convenience store orders to Adrienne Brown between 9 a.m. and 1 p.m. Orders given after 1 p.m. are delivered the next day. Adrienne can be reached at 443-574-7763. Instacart orders can be placed through the Concierge (410-484-3099).

### **Outdoor Activities**

We encourage outdoor activities, including walks, as long as residents are utilizing masks and practicing social distancing.

### **Laundry**

The laundry areas are open for use. We ask only one resident at a time access the laundry area. A mask should be utilized while doing laundry and we ask residents disinfect the surfaces after use.

### **Maintenance\***

We will continue to limit exposure to residents by responding to repair request on necessity basis. All emergent and highly necessary requests will be done while practicing social distancing with proper PPE and resident screening before entering a resident's personal space. We will be starting fire and home safety checks. Residents will be informed of the dates and times in a memo provided next week.

### **Housekeeping**

Housekeeping services are suspended until further notice. However, if a resident has an urgent need for housekeeping services (e.g., large spill or accident), please contact the concierge desk at 410-484-3099.

### **Worship\***

Pastor Ray will be starting hallway devotions every Wednesday starting June 24. Please step out into the hallway to join him. The schedule will be published on the Communication channel of Touchtown.

### **Transportation**

We will continue to provide transportation to medical appointments only. This can be scheduled by calling the Concierge at 410-484-3099.

### **Family Visits**

We will continue virtual visits. “Though the glass” visits can occur at patio doors with doors closed and utilizing a cell phone for communication. For residents not on the first floor, residents can visit from their balcony with the family on the lawn using a cell phone.

We know many families are providing essential supply deliveries. Please keep patio doors closed when receiving a delivery and wash hands thoroughly after receiving deliveries.

If you require a family member to enter your apartment, it is essential you adhere to the following protocols:

- 1) Family member must be screened and temperature checked by concierge.
- 2) Concierge will direct family member on the most direct path to resident’s apartment (which could mean walking outside to the patio door).
- 3) Both family member and resident must wear masks and practice social distancing. Additionally, as soon as the family member arrives, they must wash their hands.

### **Visitation with Neighbors**

If residents are visiting a resident neighbor in the IL community, please wash hands upon arrival, keep visits brief, practice social distancing and keep masks on when you are together.

### **Leaving the Community**

We encourage residents to stay within the community, but understand there may be instances when leaving the community is necessary, such as medical appointments or visits to a pharmacy. Before venturing out, please contact Tina Minio or the Concierge so we can determine if we can assist in your need to possibly avoid leaving the community. If you do leave the community, please wear a face mask and use hand sanitizer prior to entering the building again.

### **Overnight Visits\***

If you leave Augsburg for an overnight visit or vacation out of the region (Maryland, D.C., Virginia), upon return, we ask you quarantine for 14 days, per recommendations from the Maryland Department of Health.

### **ConnectedLiving Activities\***

Yoga will be held on the patio every Tuesday at 2:15 p.m. and exercise with Tess will be every Wednesday at 11 a.m. You must call 410-484-3099 to sign up for a class. Class size is limited to 10 individuals.

**On-Campus Classes\***

If a vendor is willing to come to campus or have small numbers, these events will occur with the floor marked for correct distancing for seating/standing. Programs will be by appointment/sign up only. Masks will be work by all attendees. All tables and chairs will be disinfected before and after use.

**Health Suite**

The lab is now available at their regular time, every Tuesday at 8:30 a.m. You will still need a prescription to have blood drawn. If you need podiatry or other specialty services please call the concierge at 410-484-3099 to inquire as our services are beginning to open. We ask no more than two residents are in the health suite at a time.

**Salon\***

We will be opening the salon on June 23rd. Peggy will be available on Tuesdays and Wednesdays from 9 a.m. to 3 p.m. It will be necessary to limit services due to high demand and having to catch up with all the basic services. PS Salons are actively recruiting for a second stylist with the retirement of Harriett, we wish her well. We will not be completing perms, color applications, manicures or pedicure services during the first two to three weeks. The concierge will be taking appointments for residents for the first two weeks. Please call 410-484-3099 to schedule an appointment.

**Library\***

The library will be reopened at a reduced capacity. No more than two residents at a time can be in the library. Books can be checked out and returned.