



Independent Living Services Protocol

Active through Monday, June 15 but subject to extend

Wellness Checks

Beginning on June 1 and continuing for at least 2 weeks, we will complete wellness checks once a week (instead of daily) and ask residents to self-monitor 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.

Masks

Masks must be worn at all times when leaving your apartment. The mask should completely cover your nose and mouth. Please do not remove the mask to talk.

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. Dining services will continue to utilize personal protective equipment (PPE) and use hand sanitizer between deliveries.

Mail and Packages

Residents may access their own mailboxes starting on Saturday, May 30. The mailboxes will be 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.

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

No preventative maintenance will be completed until further notice. The team will complete essential repairs, when needed by a resident.

Housekeeping

Housekeeping services are suspended until further notice.

Worship

Worship services will remain virtual via YouTube.

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.

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. 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.

ConnectedLiving Activities

We are starting to plan how to start providing activities again. We will communicate more as we determine how to safely do this.