



Independent Living Services Protocol

Active through Monday, June 22 but subject to extend

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

Beginning on June 1 and continuing for the foreseeable future, we will complete wellness checks once a week 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. 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. 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. 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.

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

Preventative maintenance will start on June 22. The environmental services team is working on a schedule which will be distributed by memo prior to starting these services. The team will be completing HVAC maintenance, changing filters and batteries for smoke detectors and completing a fire safety audit. Look for more information on this in the upcoming memo.

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

We understand spiritual wellness is important to maintain during these times. The leadership team, along with Pastor Ray, are working on ways to provide additional support during this time. We will have more information available on this in the June 15 memo.

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. 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

This week has been exciting and fun, thank you for participating in our Hallway trivia. We would also like to welcome back Tessa and Chris. 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 eight individuals. Check your June activities announcement for our Tropical Cruise Drink Cart and don't forget to answer your door for milk and cookies. We are planning a special concert in the courtyard very soon. Look for a special announcement in your mail bags next week.

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.

Salon

We are targeting an open date sometime the week of June 22 for the salon. Look for more details in the memo to be distributed on Monday, June 15.