2Life Communities Protocol: Safe Apartment Entry for Wellness Checks and Emergency Maintenance

<table>
<thead>
<tr>
<th>Policy Title:</th>
<th>Apartment Entry for Wellness Checks and Emergency Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsible Department(s):</td>
<td>Operations and Maintenance</td>
</tr>
<tr>
<td>Effective Date:</td>
<td>04/02/20</td>
</tr>
<tr>
<td>Approved By:</td>
<td>2Life Protocol Team</td>
</tr>
</tbody>
</table>

I. **PROTOCOL STATEMENT:**
2Life Communities strives to ensure the safety of all our residents. This policy is designed to outline the appropriate actions when entering an apartment for a wellness check or to conduct emergency maintenance.

II. **SCOPE:** All 2Life Employees

III. **IMMEDIATE ACTIONS:**

IV. For non-emergency and maintenance call ahead to inform the resident when you are coming.

V. Wearing disposable gloves, knock on the door and stand 6 feet back.

VI. Standing 6 feet back, ask the resident if they have a cough, fever, sore throat or shortness of breath. If the answer is “no”, proceed to enter the apartment. **If the answer is yes, do not enter the apartment, tell the resident you will be back in touch with assistance and contact your manager for further instructions.**

VII. Wipe outside door handle with disinfectant (bleach or Clorox) and open door with cloth to enter unit. Pivot with your back to open the door avoiding touching surfaces with exposed skin.

VIII. While in the apartment, wear gloves at all times and remain at least 6 feet from the resident.

IX. Discard anything used during your visit, including your gloves, into a sealed trash bag before you leave the apartment.

X. Wipe inside door handle with disinfectant and open door with cloth, being careful not to touch the door or door handle with your skin, to exit unit.

XI. **Avoid touching your face at all times.**

XII. Approved emergency work orders: Refrigerator not working, Pilot out on stove, Smoke detector not working, Door won’t lock, Toilet isn’t working, Smell of smoke or gas, No heat, Window won’t close, Electricity off, Water pouring on floor, Sink or disposal clogs or malfunctions.

XIII. Conditions that warrant an unsolicited wellness check: RSC, ASAP or family identifies need after 48 hours of no res. contact and 24 hours of no contact with Emergency Contact.