2Life Communities Protocol: Front Desk Protocol – All Sites

<table>
<thead>
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<th>Policy Title:</th>
<th>Front Desk Protocol – All Sites</th>
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<td>Responsible Department(s):</td>
<td>Operations</td>
</tr>
<tr>
<td>Effective Date:</td>
<td>4/5/2020</td>
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<tr>
<td>Approved By:</td>
<td>2Life Safety and Security Team</td>
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I. PROTOCOL STATEMENT:
2Life Communities strives to ensure the safety of all our residents. This policy is designed to outline the appropriate actions at our front desks during the Covid 19 crisis to ensure that everyone who enters the building is approved for entry and follows safe sanitizing procedures.

II. SCOPE: All residents, employees of 2Life Communities and essential personnel.

III. IMMEDIATE ACTIONS:

IV. Before proceeding to the staffed front desk, everyone must be approved for entry by the security officer (who will be wearing a mask and gloves).

V. All who enter are required to apply hand sanitizer located near the desk and put on a mask (supplied at the front desk for those who do not have their own mask).

VI. Stand 6 feet away from the staffed front desk to respect social distancing.

VII. Desk staff will wear masks and regularly apply hand sanitizer, including after contact with any item (such as a pencil, paper, or package handed to them).

VIII. Desk staff will call residents to verify essential personnel visit.

IX. All who enter must sign visitor log using disposable pencil provided at the desk; dispose after single use.

X. Deliveries will be handled according to the Safe Apartment Delivery Protocol, highlights include:

**RECEIVING ITEMS FROM OUTSIDE**
- Wash or disinfect hands before and after touching any delivered item.
- Label each item with apartment # or name of recipient and name of person who delivered item.
- All items go to a central location for disinfecting. Sanitize surface before setting item down for disinfecting. Apply sanitizing solution with a paper towel and sanitizer - even if delivery is in a plastic or paper bag. Let item stand for a minimum of 5 minutes before delivering to the resident.

**DELIVERING ITEMS TO RESIDENTS APARTMENTS**
- Deliveries will occur Sunday thru Friday, between 10 and 4.
- Non-perishable delivery times should be at least twice daily to minimize trips and exposure.
- Wearing clean gloves and a mask, runners will make deliveries as soon as possible within the designated delivery hours.