2Life Communities Protocol: Meal Request and Safe Distribution Protocol

<table>
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<th>Policy Title:</th>
<th>Meal Request and Safe Distribution Protocol</th>
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<td>Responsible Department(s):</td>
<td>Executive Director</td>
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<tr>
<td>Effective Date:</td>
<td>4/2/20</td>
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<td>Approved By:</td>
<td>2Life Protocol Team</td>
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I. **PROTOCOL STATEMENT:**
2Life Communities strives to ensure the safety of all residents. This policy outlines actions to prevent residents from needing to leave their apartments to get food and limit the need for food delivery by family and friends. 2Life will do everything we can to encourage residents to take full advantage of the daily meals provided by 2Life.

II. **SCOPE:** All residents and essential personnel

III. **IMMEDIATE ACTIONS:**

IV. Upon resident request, 7 days of frozen meals and 7 shelf-stable prepared food items will be delivered to a resident’s door, ideally within 24 hours, but no later than 48 hours of the request.

V. To request meals, residents should call a Resident Service Coordinator (RSC).

VI. **Distribution protocols will adhere to the following safety guidelines:**

VII. Prior to delivery to the resident, the prepackaged meal bag will be disinfected by applying sanitizing solution either directly with spray or with a paper towel and sanitizer, and then left to dry for a minimum of 5 minutes.

VIII. The delivery person will thoroughly disinfect every surface of the distribution vehicle (e.g. cart).

IX. Wearing gloves and a mask, the delivery person will either place the bag on the floor in front of the door or disinfect the resident’s door handle, hang the meal bag on the handle, knock on the resident’s door, stand 6 feet back and wait until the resident answers the door to pick up the meal bag.

X. Residents will pick up the meal bag themselves to avoid any contact with the delivery person or the delivery vehicle.

XI. Standing 6 feet back, the delivery person will use a wellness check script to engage the resident in a brief conversation; relevant information will be reported to RSCs for appropriate action.

XII. If the resident does not answer the door, the delivery person will return the meals to safe freezer storage until they can be delivered later that day to the resident.