2Life Communities Protocol: Safe Deliveries and Apartment Entry: All Sites

<table>
<thead>
<tr>
<th>Policy Title:</th>
<th>Deliveries to Resident’s Apartments</th>
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<tbody>
<tr>
<td>Responsible Department(s):</td>
<td>Essential Personnel</td>
</tr>
<tr>
<td>Effective Date:</td>
<td>4/04/20</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 our residents. This policy is designed to outline the appropriate actions for safe delivery of packages and other items to resident’s apartments.

II. SCOPE: All on-site essential personnel.

III. IMMEDIATE ACTIONS:

**RECEIVING ITEMS FROM OUTSIDE**
- Wash or disinfect hands before and after touching any delivered item.
- Get the apartment number or name of recipient and name of person making the delivery.
- All items go to a central location for disinfecting. Sanitize surface before placing items down for disinfecting. Apply sanitizing solution with a paper towel and Clorox sanitizer to all exterior surfaces. This should be done even if delivery is in a plastic or paper bag. Let item stand for a minimum of 5 minutes.

**DELIVERING ITEMS TO RESIDENTS APARTMENTS**
- Deliveries should happen at designated times each day, to be determined by the Executive Director and communicated to residents. For example between 10 and 4, 7 days.
- 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.

**NO ENTRY DELIVERY**
- Whenever possible, leave deliveries outside the resident’s door after knocking.
- Wearing disposable gloves and masks, knock on the door and stand 6 feet back.
- Wait for the resident to answer the door and remind them to discard the packaging in the trash and wash hands immediately.
- Resident should bring the food or package inside, keeping a safe distance of six feet.

**FOR HEAVY PACKAGES**
- Resident should open the door and step back 6 feet.
- Runner should push package into unit with their feet, far enough for resident to be able to close themselves.