2Life Communities Protocol: Shelter at Home Directive

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<th>Policy Title:</th>
<th>Shelter at Home Directive: Guidelines &amp; Services</th>
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<td>Responsible Dept.</td>
<td>Operations</td>
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<tr>
<td>Effective Date:</td>
<td>04/13/20</td>
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<td>Approved By:</td>
<td>2Life CEO and Protocol Team</td>
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I. **PROTOCOL STATEMENT:**
2Life Communities strives to ensure the safety of all our residents. This policy outlines actions to support implementation of a “Shelter at Home” directive that is intended to further strengthen the measures that 2Life is taking to enable our residents to remain in their apartments to do our best to prevent the spread of Covid-19 in our buildings. We are taking this step because it is the best way residents can protect themselves and the entire community.

II. **SCOPE:** All residents of 2Life Communities.

III. **IMMEDIATE ACTIONS:**

IV. Residents are urged to stay in their apartments at all times except for essential medical appointments, to walk their dog, attend an off-site job, or to go to the smoking shelter since the no-smoking policy remains in effect. Anyone exiting their apartment for any reason must wear a mask and gloves. Use of elevators is limited to one person at a time. Upon returning to the building, everyone will be required to reenter through the staffed front door and comply with disinfecting and other safe building entry protocols.

V. In order to support residents in their apartments, 2Life has put the following services and procedures in place. These services will be provided free of charge.

VI. Upon request, residents will receive delivery of meals, basic grocery and personal care items to their apartments. These deliveries will be available six days a week (Sunday thru Friday, from 10 am to 4 pm). All food and personal care service requests should be initiated via a call to a resident services coordinator. Available for request:

- 7 days of meals, including 7 frozen dinners and 7 supplemental shelf-stable items;
- Resident service coordinators will have a list of available individual grocery and personal care items, and will work with residents to determine needs and place orders.

VII. Packages and other deliveries from family and mail-order services will be made to residents’ apartments six days a week (Sunday thru Friday, from 10 am to 4 pm). Anything brought to the building after 4 p.m. will remain in the package storage room until the next day.
VIII. Prescriptions delivered from a pharmacy or via mail will be delivered to residents’ apartments daily.

IX. Mail will be sanitized and delivered to resident’s apartments two times each week.

X. Laundry services for basic clothing and bedding will be provided once a week, via pick-up and delivery to residents’ doors. Note: home care aides will be permitted to use the building’s laundry room, and must follow the posted safety procedures.

XI. Trash will be picked up outside of residents’ apartments twice a week. Trash should be sealed by the resident and placed on the safety matt provided by 2Life outside of each apartment door. We will announce times for each building and trash should be put out no more than 1 hour before scheduled pickup time. Home health aides should safely deposit trash in trash chutes.

XII. All services and deliveries to apartments will follow 2Life’s “Safe Delivery to Apartments Protocol”.