I. PROTOCOL STATEMENT:
2Life Communities strives to ensure the safety of all our residents and staff. This policy is designed to outline the appropriate and safest process for move-ins of residents into our buildings.

II. SCOPE: Compliance/Resident Service Coordinators/Maintenance/Residents

III. IMMEDIATE ACTIONS
- Compliance identifies approved resident(s) for rental
- Compliance staff sends (approved for move in) resident(s) a copy of 2Life’s safety protocol and menu of services offered to ensure residents can shelter safely at home
- Compliance staff completes all paperwork required prior to lease signing via Docu-sign
- Compliance staff completes lease signing process via Docu-sign
- Compliance notifies ED/RSD of the building and/or apartment assignment
- Compliance notifies ED/RSD/Maintenance Supervisor, of the date of lease signing and move in date
- All move ins will happen M-F (9-5)
- Compliance will engage ED/RSD/Maintenance Supervisor in any updated information regarding the date and move in time
- Compliance will download a photograph of residents (Brown House will support Compliance to perform this remotely) and will enter identifying information into Salesforce to start a data base record of the resident.
- RSC/RSD will contact the resident post lease signing, to introduce themselves, provide contact information, and inform residents of the move in protocols and expectations.
- RSC will ask residents if there are 2Life provided services that they would like to utilize and will sign them up for use with the appropriate person

IV. DATE OF MOVE IN
- Maintenance (or assigned staff) will be scheduled to meet the movers at the specified time and place to ensure that proper protocol is followed by all parties (mask, sanitizer, social distancing)
- Maintenance will give the resident their apartment key, Tenant Handbook in the resident’s preferred language, an RSC Orientation packet, directions for use of appliances and thermostat, a copy of the house Rules and Regulations, a copy of the Apartment Modification Policy and Request Form, a campus map, services menu options (food, laundry, trash), a maintenance magnet, and will review pull cord use and how to contact maintenance.
- Assigned RSC will reach out to the resident or emergency contact on the date of move in to ensure that any immediate questions are answered and to remind them of our protocols and who to contact in an emergency. RSC will assign a “welcome buddy” whom they have previously engaged and facilitate and introduction by phone or Zoom.
- RSC will notify Front Desk Ambassador(s) of the new move in the resident's name and apartment number and send an email to the RSC team and team leaders.

V. Follow Up to Move In
- RSC will put this resident on their weekly call list for 30 days following move in to ensure that they are supported and acclimated to their apartment and site. This is an opportunity to get contact information for emergency contacts that may not have been noted by compliance as well as connect to family members (with resident’s permission) to share RSC contact information and to get family contact information including email addresses, phone numbers or other contact information.
- At 30 days RSC will schedule and complete a Resident Assessment via phone, or zoom
- RSC will make any recommendations for services needed and notify the appropriate referral source or collateral
- At 14 days post move in the Group Services Coordinator will reach out to new residents to inform them of onsite, apartment specific services or activities they can participate in.
- RSC assigned will discuss Rules and Regulations as a reminder to their handbook