



## **Family Deliveries Policy**

Please note that our main priority with implementing this delivery standard is to reduce the risk of spreading COVID-19 within our communities. It is important for everyone to understand that although this may be inconvenient for some, this is temporary, and we will get back to “business as usual” once this has passed. Thank you for understanding our mission.

**NO restaurant or food deliveries** – Many of the states have stopped or are in the process of stopping non-essential business. Currently, we are stopping all food deliveries (UberEats, Door Dash etc.). Unfortunately, we have no control over the standards that they observe regarding exposure.

**Amazon or other mail deliveries** – Each community will identify a drop-off area just outside your doors, where there will be a large Rubbermaid crate with an identifying sign. Executive Directors will be scheduling periodic checks throughout the day. When deliveries are picked up, they will be sanitized with disinfectant spray. All items in cardboard boxes will be removed from their boxes prior to entering the building.

**Family delivery drop-off** – The community will identify two days per week to allow families to drop off essential items. Families will clearly label all items and drop them off in our outdoor crates. When deliveries are picked up, they will be sanitized with disinfectant spray. All items in cardboard boxes will be removed from their boxes prior to entering the building. Please note: Non-essential items can be supplied, but we ask that a monthly supply is provided to limit drop-off visits. As a reminder, our goal is to be over the curve next month, but that will mean that we have to be extra vigilant this month. We will revisit these standards next month.

**Community can supply** – Until future notice, LCB properties will supply toilet paper to all residents at no cost. We also request that families sign up immediately for our Med Line incontinence program. During this time, we can supply all other non-essential items and will bill back to the residents at-cost. We ask that families consider allowing us to provide such items so that we can safeguard them for our residents.

For those residents who do not have family to purchase supplies, we will provide forms for them to let us know what they need. We will then pick up and sanitize all items before giving them to the resident.

We thank you for your understanding and patience during this time, and we truly appreciate your support in our efforts. Our goal is your goal.