

MEMORANDUM

TO: All Residents
FROM: Larry Cessna, President/CEO
DATE: March 13, 2020
RE: TEMPORARY CORONAVIRUS PROCEDURES

Due to the outbreak of coronavirus in the state of Delaware, Ingleside is taking temporary measures to do everything possible to protect the safety and health of our residents and staff. Please note the following changes that we will be implementing immediately until further notice:

- 1) Weekly housekeeping and non-emergency maintenance requests for resident apartments will be suspended until further notice. If you have an emergency situation, please complete a work order.
- 2) We are requesting that residents not congregate in the lower lobby near the front desk.
- 3) Non-essential visitors will not be permitted in the building; this includes guests for meals and birthday luncheons.
- 4) All Ingleside-provided transportation will be cancelled; please contact Georgia for help with arranging alternative transportation.
- 5) No delivery personnel will be allowed past the front desk area; you will be required to pick up any deliveries from the front desk.
- 6) Social Services will be available to help place any food and supply orders you may need from online vendors.
- 7) Please try to limit your participation in activities that involve large gatherings of people and/or leaving the building.
- 8) Please refer to supplemental coronavirus memo for guidelines on recommended health practices and what to do if you are feeling ill.

We understand that these measures may cause some temporary inconvenience for residents and their families. We appreciate your cooperation as we do our best to protect our residents and staff during this time.