

Item Drop-Off During COVID-19 Pandemic

Thank you so much for your patience and understanding as we continue to work through this difficult time. We are happy to announce that families wishing to deliver items for residents/patients are able to do so starting Wednesday, 5/27.

Long Term Care Process

- A table will be placed outside of the Main Building entrance (ENTRANCE 1) under the awning for you to leave items on the table. Food items should be shelf-stable, non-perishable items. **Please do not enter the building.**
- Families may bring items in a paper bag labeled with their loved one's name and room number.
- Families are responsible for cleaning items being brought (clothing, flower vases, pictures, etc).
- This table will be staffed from inside the building at the following times:
 - Daily: 8:00a—7:30p

*Please know: If items are left outside of these staffed times, we cannot guarantee the items will be safe and/or delivered until the next staff time. *

Switching out wardrobes from winter to summer clothing:

- Call Hospitality Director, Liz Stoutenburg at (517) 381-6132 to schedule a time to drop off/pick up. This allows us time to gather your loved one's winter clothing.
- Please place clean summer clothing in paper bags; make sure all clothing items are labeled with resident name; label each bag with the resident's name and room number.
- Winter items will be packed by staff with resident participation.
- Come at the appointed day/time (within our designated staff times listed above) and set the bag on the table outside designated for "Resident Item Drop-Off." Again—do not enter the building. Pick up the bag of winter clothing items labeled with your resident's name.
- Your loved one's items will be placed on a second table designed for "Winter Clothing Pick Up." These items will be placed in plastic bags labeled with your loved one's name and room number.

Rehab Process

- A table will be placed inside the vestibule of the Rehabilitation entrance (ENTRANCE 2) under the awning for you to leave items on the table. **Visitors are only permitted to drop off items within the vestibule and unable to enter the building further.**
- Families may bring items in a paper bag labeled with their loved one's name and room number.
- Families are responsible for cleaning items being brought (clothing, flower vases, pictures, etc).
- This table will be staffed from inside the building at the following times:
 - Daily: 11:00a—7:30p

*Please know: If items are left outside of these staffed times, we cannot guarantee the items will be safe and/or delivered until the next staff time. *

As mentioned in our previous update, we have had recent Mass Testing for staff and residents within the facility. As we coordinate resident/patient item drop off and await results, we sincerely ask for your patience and understanding as we schedule with you and our team for your loved one's items.