



August 17, 2020

Dear Families,

We just wanted to send a friendly reminder to review some of our protocols in place.

All lobby window visits must be scheduled. Please relay this information to other family members and friends who may be out of town or not on our email list.

Everything must go through the front desk, 913-400-7006. This includes scheduling visits, furniture moves or larger drop offs, and telehealth appointments. Please speak to a Community Representative to get confirmation, rather than leaving a voicemail.

Drop offs for supplies and gifts from family/friends are Monday and Thursday from 9 AM- 2 PM and Saturday from 10 AM- 1 PM. Please do not bring perishable items or food outside of drop off hours as we cannot guarantee it will be delivered immediately to the resident. The exception is if you already have a scheduled window visit.

Remember, these drop off hours are for family and friends bringing gifts, food and supplies to residents. We still get daily deliveries from USPS, UPS, FedEx, Amazon and food companies. If you or the resident has ordered a package or food delivery that arrives on a Tuesday, for instance, we will deliver it to their apartment.

Please know we do not intend to inconvenience anyone. These scheduled days and times are not arbitrary. We hope by establishing and maintaining these protocols we can continue to operate efficiently and focus our attention where it's needed most.

Sincerely,

Courtney Kabot
Director of Marketing