



## Residential Living Maintenance Services Guidelines

### Services

- Non-emergency maintenance work will be performed by appointment only. Examples of non-emergency maintenance items include leaking faucet, light bulb replacement.
- While in the residence the resident and facilities team members must remain masked and maintain social distancing at all times.
- Although team members are screened at the start and end of each shift, it is recommended whenever possible that residents distance themselves in another room or outside on a porch or patio while the work is being performed.

### Scheduling of Services

- All work must be pre-arranged. Work requests must be processed through [WorxHub](#). Once processed, residents will be contacted to schedule a time when the work can be done.
- Residents may place work requests in one of two ways:
  - Call the receptionist desk between the hours of 8:30 a.m. to 4:30 p.m., Monday - Friday, and provide the requested information. The receptionist will place the information in the [WorxHub](#) system.
  - From your home computer log into the [WorxHub](#) web site and place your work request.

### Face Masks and other Preventive Practices

- Face masks are mandatory for all residents and facilities team members when work is being performed in the residence.
- Disposable gloves should be worn by team members to the extent that the service can be performed properly while wearing gloves.
- Surfaces impacted by the work performed will be wiped down according to sanitizing guidelines prior to leaving a residence.

### Outside Vendors/Contractors

- At times it may be necessary for Spiritrust Lutheran® to contract with an outside vendor or contractor to complete a specific service at your cottage or apartment.
- The vendor/contractor will be screened using our COVID-19 protocol and will be escorted to your residence.
- While these services are being performed we ask that you make arrangements to leave your cottage or apartment for the duration of the work.

### **Be safe and vigilant – Green does not mean GO in the war against COVID-19!**

**Now is not the time to let your guard down.**

- Please stay the course to keep everyone safe and healthy.
- Wash/sanitize your hands, wear your face mask and practice safe social/physical distancing.
- Your personal decisions impact others and can help prevent the spread of COVID-19.
- Your health and safety always has been and remains our number one priority. We reserve the right to revise these guidelines as necessary to prevent the spread of this deadly virus.