

# Moving Procedures during COVID-19 Pandemic

## Policy

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Even though we are in extraordinary times with the COVID-19 pandemic, it is important we continue our mission by providing housing to vulnerable seniors.

In order to ensure our residents and employees are in a safe and healthy environment, we are following the Centers for Disease Control and Prevention (CDC) guidelines and observing social distancing and implementing a temporary moving procedure.

## Procedure

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### **Resident Moving Process**

**Once a new residents move in is processed and the move in date has been determined, please ensure the following steps are followed:**

1. Reach out to the resident and/or their family members to schedule the move and determine a reasonable time frame for the move.
2. Provide each existing resident with the Residents Move Notification Letter informing them a resident is moving, date and time frame the move is occurring and requesting them to remain in their apartment during this time.
3. Create a path for the move, when possible, avoids the main entrance and common areas to minimize the risk of running into other residents. Ensure this path is communicated with the resident and their family members.
4. Upon arrival, provide the resident, movers and anyone assisting with the move the movers notification letter.
5. Each individual assisting the resident with their move are required to be screened before they will be permitted to enter the facility. Those who show signs, symptoms or risk factors will not be permitted to enter the facility.
6. The resident and anyone assisting with the move are required to wear gloves mask and practice social distancing until the move has been completed.

7. Once the move has been completed, the property staff members are required to disinfect all surfaces (excluding the resident's unit) that may have been affected during the move (examples of these are: entry doors, hand rails, elevator controls, unit door, door knobs, etc.)

## Tools and Resources:

- Existing Residents Move Notification Letter
- Movers Notification Letter

## Contacts

Contact your Regional Portfolio Leader.

### **Author:**

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Date:

**RE: Resident Notification of Scheduled Move**

Dear Resident:

This letter is to inform you there is a resident scheduled to either move in or move out of our community on \_\_\_\_\_ during the hours of \_\_\_\_\_.

For everyone's protection, and to ensure social distancing guidelines are being followed, we ask that you remain in your apartment during this time.

We understand these are challenging times and our top priority is to ensure our residents are in a safe and healthy environment. Our greatest priority is to protect and provide our residents, guests and staff with protection against the coronavirus (COVID-19).

In keeping with the CDC guidelines, prior to being permitted to enter the facility, all individuals assisting a resident with moving into or out of their apartment will be required to be screened. These individuals will be asked to check in at the property manager's office and take our prevention screening questionnaire. Our prevention screening questionnaire includes questions for the following signs, symptoms and risk factors:

- A fever of 100 degrees or more
- A newly developed cough, shortness of breath or sore throat
- Flu-like symptoms or an respiratory illness



- Have they been exposed to anyone that tested positive for COVID-19 or anyone who is being tested for COVID-19 in the past 14 days
- Have they returned from any COVID-19 epidemic location

Those who show signs, symptoms or risk factors will not be allowed to enter the facility. Once all individuals have been screened and approved, they will be permitted to enter.

**Additionally, we will require each individual to take the following precautions:**

- Self- monitor based on the above screening
- Must wear protective gloves and masks until the move has been completed
- Take every effort to remain 6 feet away from all staff/residents
- Do not leave behind trash, tissues or other items in a residents apartment

Thank you for your concern and cooperation during this time.

Sincerely,

Property Manger

Cc: Resident File





National Church Residences  
EXCELLENCE THAT TRANSFORMS LIVES

Date:

**RE: Movers Notification**

Dear Resident, Family Members and Movers:

We understand these are challenging times and our top priority is to ensure our residents are in a safe and healthy environment. Our greatest priority is to protect and provide our residents, guests and staff with protection against the coronavirus (COVID-19).

To this end, we are following the guidance of the Centers for Disease Control and Prevention (CDC) and the department of Public Health. Effective immediately, prior to being permitted to enter the facility, all individuals assisting a resident with moving in or out of our community are required to be screened. These individuals must check in at the property manager's office and take our prevention screening questionnaire. Our prevention screening questionnaire includes questions for the following signs, symptoms and risk factors:

- A fever of 100 degrees or more
- A newly developed cough, shortness of breath or sore throat
- Flu-like symptoms or an respiratory illness
- Have they been exposed to anyone that tested positive for COVID-19 or anyone who is being tested for COVID-19 in the past 14 days
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- Take every effort to remain 6 feet away from all staff/residents
- Do not leave behind trash, tissues or other items in a residents apartment

We appreciate your cooperation as these temporary inconveniences are being done to protect everyone from this dangerous virus.

Sincerely,

Property Manger

Cc: Resident File

