

**May 1, 2020**

## **Resident Services Operating Plan Phase I**

### **SUMMARY**

During the first phase, the two primary functions for the Resident Services office will be to register new residents and to provide requested information. The reasonable maximum capacity of the Resident Services Office during Phase I is approximately four persons. This allows for up to two staff members and two residents to maintain essential social distancing, particularly with card processing requirements. Reservations will be required and appointments will be scheduled in 30 minutes intervals. Residents may arrive five minutes prior to their reservation and wait outside in the designated area until notified to proceed to an open station. To make a reservation, please call 904-924-6850.

#### **A. Occupancy**

- 2 Residents at a time.
- 30 minute scheduled appointments for new residents. Reservations Only.
- No Walkups.
- Phone assistance available.

#### **B. Temporary Hours of Operation**

- Hour of operation the first phase will be open from 9am to 4pm, Monday through Friday.

#### **C. Reservation System**

- Residents must make a reservation to receive services.
- Reservations will be in 30 minute intervals.
- Residents may only make a reservation for the family members living in their household.
- Reservations may be made by phone during Resident Services Hours. The reservation phone number is 904-924-6850.

#### **D. Staffing**

- A maximum of 2 staff members per shift will be available for reservations.
- PPE equipment is required for all staff in contact with residents (masks and gloves will be provided to staff members).
- CDD staff will be required to screen themselves at home or upon arriving at the office. If they have a temperature exceeding 100.4 degrees or exhibit flu like symptoms (e.g., cough, body aches), they will be required to stay or return home.
- Staff will wipe or otherwise clean all equipment used by the prior resident with a CDC approved disinfectant.
- Additionally, any staff members exposed to COVID-19 will be required to quarantine at home in accordance with CDC guidelines.

## **E. Social Distancing and Safety Precautions**

- A maximum of two residents may enter the office at one time.
- The breezeway will be utilized for a waiting queue area and arranged for social distancing.
- Residents may arrive five minutes prior to their reservation and wait in the designated area until notified to proceed to an open station.
- Social distancing signage and floor place holders will be installed.
- Residents are encouraged to bring their own hand sanitizer and other PPO supplies, but are not required.
- Staff will sanitize equipment between reservations.

## **F. Important Information For Residents**

- Each resident recognizes the severity of the COVID-19 virus and agrees to use CDD facilities at their own risk.
- Persons in high risk groups are encouraged to consult their physician prior to visiting the Resident Services office or using any CDD amenities.
- The District requests that residents continue to follow current CDC guidelines for social distancing and hygiene, which include:
  - Stay home when you are sick
  - Avoid close contact with people who are sick
  - Avoid touching your eyes, nose or mouth
  - Cover your cough or sneeze with a tissue, then throw your tissue in the trash
  - Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
  - Wash your hands often with soap and water for at least 20 seconds – use sanitizer (at least 60% alcohol) when soap is not available
  - Stay 6 feet away from others
  - Avoid gathering in groups
  - Wear cloth face coverings in public

Thank you for your cooperation.

Tolomato Community Development District