

This letter from sent from Executive Director to residents and associates.

March 26, 2020

Dear Residents and Associates,

Please see below for today's updates. – and thank you.

GROCERY DELIVERIES FROM YOUR FAMILY AND FRIENDS

Some of your loved ones, out of a desire to make sure you have what you need, are dropping off groceries and other items at the gatehouse. This is lovely, but you can imagine it is also overwhelming and difficult for us to manage without guidelines. Please review and share these with your loved ones.

1. Anyone not feeling well should not come to campus.
2. Personal deliveries will be accepted between 10:00 am and 2:00 pm – 7 days a week.
3. Items must be securely bagged and those bags sealed. Please - no store grocery bags as they tear easily. We suggest using reusable bags for sale at most grocery stores.
4. Perishable items must be packed with cold packs in insulated bags.
5. Every bag must be marked with your name and address.
6. All personal deliveries – no matter where you live – will be delivered to the Apartment Center concierge. Your loved one will be directed to the Apartment Center by the Gatehouse associate. An AMV associate will bring the delivery to you regardless of where you reside.
7. Your loved one must drop the items at the Apartment Center and then leave campus.
8. Of course we will work hard to get the items to you as quickly as possible. With the demand, there may be delays and we cannot be responsible for perishable items such as ice cream which can be ordered through dining.

Deliveries direct from grocery stores will continue to be delivered to your Concierge. Villa and Courtyard Home residents will receive those grocery deliveries directly. Please direct questions to [Rob Walker, Director of Protective Services](#) at 301-216-4015.

DINING

Emailing Menus

The dining team is finalizing a process where daily menus will be sent via email to all residents who have shared their email address with AMV. So, keep a look out in your inbox.

The Shoppe

The dining staff is working hard to keep the Shoppe stocked with food and a few other items that you may need, and you are taking advantage of that hard work. – Which is what we love to see!

We have received two great suggestions from residents regarding the Shoppe.

Question: Can the Shoppe carry cleaning products?

Answer: Because of the limited space and increased demand for food items, we can't stock cleaning items.

Question: Could there be deliveries from the Shoppe?

Answer: Many of our associates are being asked to work different hours and in different capacities so essential processes can be maintained. Offering delivery via associates is not possible, but we encourage and support any resident-driven initiative to pick up and deliver items to your neighbors.

Please direct questions to [Mark Whalen, Director of Dining Services](#) at 301-987-6780

SHOWING GRATITUDE

Numerous associates and I are so very thankful to hear words of gratitude from you, your family members, other associates, and even those from the greater community. We are "doing all the good we can" by taking every possible step to keep you and this campus safe. Your words of thanks and encouragement are more impactful than you can know.

[Take a look at what one Edwards-Fisher resident made.](#) Please know it was circulated quickly amongst associates and was the reason for many smiling faces.

Remember that we have a wonderful GEM program here. GEM is an acronym for "Going the Extra Mile" and is a way that you can show your appreciation to an individual or an entire team. Though GEMs can already be found by each concierge desk and in Rosborough, you will soon see them by your mail boxes too. And, to make it even easier, you can [click here for a printable version.](#)

Michele R. Potter
Executive Director