



April 15, 2020

TO OUR RESIDENTS, FAMILIES AND TEAM MEMBERS:

We have received some questions about food deliveries to campus. This message is to clarify what is acceptable, what is not, and why.

Resident health and safety is our top priority at CC Young. In addition to taking temperatures and screening team members, care givers, and delivery personnel, our front gate team is responsible for accepting all deliveries, logging them, sanitizing them, and delivering them to each department or to one of our 450 residents on this 20-acre campus. "All deliveries" includes **ALL** deliveries: FedEx, UPS, Dallas Morning News (144 per day!), carriers for our food and operational supplies, families, etc. This is a monumental task for which we have set these guidelines in place:

1. Groceries may be delivered to front gate with resident's name and apartment number. Any time-sensitive or perishable items need to be made known to the CCY personnel at The Vista screening area to assure prompt delivery.
2. Deliveries are preferred Monday through Friday between 9:00am and 4:00pm so that we have adequate staff present to assist with sanitizing and delivering the packages. If you need an exception to that rule, please discuss this with your building administrator.
3. No outside food deliveries will be accepted such as pizza, bagels, donuts, Chinese, Uber Eats, Grub Hub, area restaurants, etc. This rule is primarily because we cannot effectively sanitize most containers this type of food arrives in without affecting the food. But also, we cannot ensure prompt delivery on fresh-made items. Both those points could result in food contamination.
4. No homemade food deliveries from families will be accepted due to packaging and potential leakage or food contamination. Note: Consider buying frozen foods to be delivered with regular grocery items.
5. For special events requiring special deliveries, please discuss these situations in advance with your building administrator.
6. Please remember that all meals are available for pickup or delivery from Conley's.
7. Residents are discouraged from visiting The Bistro at The Vista. Resident are restricted from visiting The Bistro at The Vista during peak lunch hours of 11am to 1pm.

Thank you in advance for your understanding and assistance with food deliveries! Together, we will make it through this unprecedented situation.

Russell Crews and CCY Executive Committee