

THE **G**LEN
CONNECTIONS FOR LIFE

FREQUENTLY ASKED QUESTIONS

COVID-19
FAQs

Can my family and friends outside of The Glen socially visit me?

No, unfortunately. Not during this period of self-quarantine. The exception is if that person provides health-rated services to you. **No visitors are allowed at this time including family members.**

Can I go to my doctor or dentist?

Residents can go to their physician and health-related only if these appointments are necessary. You may drive to these appointments if you're able and are strongly encouraged to practice social distancing while off campus. Also, if you have a family member/ friend that wishes to drive you, they may. You may meet them at the closest entrance to your apartment or your apartment's back door. If you are a resident without a back door, please have the family member check at the Stiles front entrance.

What about going the pharmacy?

If you're running low on medications, please let a Stiles staff member know immediately.

My daughter/son stops by weekly to help me manage my medications. Can she still do this?

Yes. If you have a family member, friend, or care giver coming to you to help you with your medications (or any other health-related services), they can still do so. They must use your apartment's back door or go to the Stiles main entrance. Please note, if they present with a temperature higher than 100, they will not be allowed to enter the community.

Can I leave and return to campus in general (visiting friends/family, going out to eat, attending church, etc.)?

No, unfortunately. We understand these are challenging times. You must limit your exposure to help reduce the spread of the COVID-9 virus. Some suggestions for social contact: FaceTime/Skype friends and family, check to see if your place of worship offers online services.

Can I "hang out" in the common areas (front lobby area, library, other living rooms) around campus – even if it just me?

Unfortunately, no. The essential reason for self-quarantine is to help mitigate risk of

spreading COVID-19 and that includes staying away from common spaces around campus.

Can I check out a book from the Harrell Library?

At this time, the Harrell Library remains closed. We will be rolling around a book mobile during certain times of the day with coffee. If you would like to check out a book, you will have to opportunity to get one off of the cart. You can also return books too through the book mobile.

What about my car outside?

You are free to go outside and check on your car. If you need to start it to charge the battery, you may. We ask that you run it no more than 5-10 minutes.

Can I stay with friends/family?

You may, but you will NOT be able to return to The Glen until the self-quarantine policy is lifted. If you choose to stay away from The Glen, we ask you to let a Stiles staff member (797-6810) know of your decision. Please provide us with your email and cell phone number so we can communicate with you while you are away from campus.

How long will the self-quarantine last?

At this point, it is uncertain. It will be in place for the foreseeable future. Please know these limitations are implemented to help keep you healthy and are in accordance CDC and government guidelines.

Can I walk the halls of The Glen for exercise?

No. Walking in the halls for exercise is not within our self-quarantine guidelines. We need to limit the amount of exposure to all and exercise walking in halls will increase the risk of spreading COVID-19.

How do I get groceries/sundries?

You may not go to the grocery store and shop for groceries. If you need essential items, please contact Stiles staff at 797-6810.

- Also, you may have family members/friends, delivery your groceries to the front desk or through the back door of your apartment.

Can my family or friends stay with me?

No, unfortunately. Unless there is an extraordinary circumstance to consider and those will be decided on a case-by-case basis. Please notify either Cynthia Reese if a situation like that arises.

What do I do about mail and trash?

Residents mail will be delivered to their rooms. Please continue to set out your trash for housekeeping to pick it up.

Can I walk my dog?

Yes, you may walk your dog outside. You are encouraged to practice social distancing – so 6 feet away from other walkers, do not congregate, and are asked to enter/leave by the closest entrance to your apartment or to your apartment's back door.

My pet is sick. Can I take them to the vet?

Yes. However, you're encouraged to ask an outside family member or friend to take your pet to the vet. Again, if leaving the building for this, please practicing social distancing.

Speaking of pets, can my pet get COVID-19? From what we know, dogs can get COVID-19, but cannot transmit it.

When are meals delivered?

Dining services strives to have the breakfast delivery made between 7-8a.m. and lunch 11-1 p.m. The dinner meal will be delivered between 4-5p.m.

What should I do if I think I am getting sick?

If you have symptoms of a respiratory illness (dry cough, fever, shortness of breath), contact you're the Stiles staff immediately. If you must leave to see a doctor, please arrange for your own transportation. Wash your hands often.

What is The Glen doing about vendors and construction workers?

Vendor access has been limited to essential needs only. We have also suspended all construction within The Glen. Workers will not be exposed to residents.

My accountant would like to meet with me about my taxes, is that possible?

Meeting in person (on campus, outside or off campus), is not allowed per our quarantine policy. However, conference calling, FaceTime, or a Zoom meeting can take place. Also, 90 days has been added to the IRS deadline so there is more time to file taxes.