

To help clarify the Fellowship Square Delivery System during the Stay at Home Order, here are few frequently asked questions:

Where are deliveries taken?

All deliveries will be delivered to the Delivery Drop Zone (Maintenance Shop). Exception with Pharmacy, O2, and Medical equipment will go directly to resident's apartment.

How will my family and friends know where to go?

Gate Guard staff will direct delivery personal to stay in vehicle until reaching the delivery drop zone by following the marked yellow line.

When can deliveries be made?

Staff will accept deliveries **Monday to Friday 7AM until 6 PM** at the drop zone plus **Saturday & Sunday 9:30 AM -6 PM**. Outside of these hours security will be called to go to the drop zone to accept deliveries. We have limited staff so PLEASE encourage your families and friends to deliver during drop zone times to avoid waiting for available staff or being requested to return if the security officer is unavailable.

When can I expect to have packages delivered?

Delivery drop staff will be labeling all received items and sort items by Quads. Staff will make deliveries of packages and boxes 7 AM, 12 PM and 3 PM Monday to Friday.

What about Mother's Day weekend?

We will have additional staff and volunteers to make deliveries from 12 PM to 6 PM on May 9th and 10th. *Happy Mother's Day!*

When can I expect to have my groceries delivered?

Groceries deliveries will be made M-F 7am, 12pm, & 3pm. Saturday and Sunday grocery delivery will be done based on availability of the security officer.

How will my groceries stay fresh and cold until delivered?

We have allocated multiple refrigerators to the drop zone to keep food cold until delivery is made.

How can residents help?

Advise your delivery personnel and family of the drop zone times **Monday to Friday 7AM until 6 PM** plus **Saturday & Sunday 9:30 AM -6 PM**.

Reminder: The COVID Country Store is taking orders at 480-290-7014