

DEVICE PICK UP INSTRUCTIONS:

To ensure that we are practicing social distancing and minimizing the risk of illness transmission, we are implementing the following process to be used during all device pick-up and/or drop-off appointments:

1. Prepare a sheet of paper with your student's name and assigned program, i.e. Virtual Community YA West.
2. **ARRIVE** at the TLC Building, 1819 S. Wagner Rd., Ann Arbor, MI 48103, **WITHIN** your 30-minute appointment window, **driver's side window facing the building.**
3. **Pull up along the curb by the entrance near the entrance marked Pick Up.**
4. **STAY IN YOUR VEHICLE**
5. **Open your trunk (if you must open manually, please do so and then return to your vehicle)**
6. Hold up the sheet of paper to your window so a Tech Dept. staff person may collect the information.
7. A Tech Dept. staff person will retrieve the equipment and load it into your trunk.
8. Once the Tech staff person has walked away, you may exit your vehicle to close the trunk.
9. You may exit the drive.

NOTE:

- As a precaution, all staff members will be wearing masks and gloves and all devices sanitized to ensure that devices are distributed safely.
- You are not required to bring your student(s) along for device pick up. If your student(s) accompany you, they must remain inside the vehicle.
- You will be provided with simple instructional hand-outs for device use and links to instructional videos will be sent out in a separate email after your scheduled pick up date. If you have questions, please call our Parent Help Line at 734-994-8857.

