

To better serve our Resident's and families, Van Duyn will be accepting drop offs by appointment only on designated days and hours posted below. This is an effort to ensure items are delivered promptly and accurately. All Residents have fair access to off services while maintaining clutter free spaces and congregated areas.

Drop offs will be processed, labeled, and delivered to the designated Resident within 48 – 72 hours of drop off. Please be aware that clothing items that are dropped off must go through the standard inventory process as well as labeling and washing, as necessary, by the laundry service prior to delivery to the resident.

For drop offs from out of town that are unable to be scheduled during the times designated above, please call the front desk for referral to the Concierge Department to make alternative arrangements. Drop offs such as these will be handled on a case-by-case basis not to exceed, 2 drop offs per month.

To allow for fairness to all residents, please manage local drop offs not to exceed once per week.

Adhering to the above will increase the accuracy and efficiency of processing of dropped off items, allowing your loved ones to receive items in a more timely manner and maintaining accurate inventory of personal belongings. Please print and fill out the attached Personal Inventory Sheet. If you do not have access to a printer, they will be available at the facility. This will improve accuracy and streamline the process so there is no lag time between drop-off and the inventory process.

Drop off Days and Times:

Tuesday - 12:00 pm to 5:00 pm

Thursday – 12:00 pm to 5:00 pm

Saturday - 12:00 pm – 2:00 pm.

Please contact the front desk at (315)449 – 6000 to make an appointment.