



7900 Mack Ave  
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### **48214 CARE Laundry Assistance Guidelines**

1. After submitting a 48214 CARE request, a representative will contact the client to schedule an appointment for laundry services.
2. The representative will inform the client of the schedule of the Commons (Wednesday through Saturday 9:00am to 7:00pm and Sunday 1:00pm to 6:00pm) and will schedule an appointment for the client.
  - a. All services will be scheduled at least one week in advance for an hour interval.
3. Once scheduled, the representative will inform you of the protocols of the visit which include the following:
  - a. **Effective immediately**, clients are limited to **10 loads of laundry** (50 pounds) per visit.
    - i. Once you arrive at the Commons, the barista will ask you to put your laundry on a scale to weigh it.
    - ii. If it is above 50 pounds, you will be asked to schedule a second appointment for the overage.
  - b. If you are in need of detergent, it will be available for you as requested. However, **there is a limit for detergent**.
  - c. **There will be no drop-off service, no exceptions**.
  - d. If you are unable to make your appointment, **please give us a 24-hour notice to reschedule your appointment**.
4. If you have any questions, comments, or concerns, please contact the program manager at [alexsaundra@mackave.com](mailto:alexsaundra@mackave.com).

Seeking the holistic revitalization of Detroit's 48214.  
Block by block. Neighbor by Neighbor.