



Dear Members,

I hope this letter finds you doing well. In preparation for a possible outbreak in our area of COVID-19, also known as Coronavirus, we have put in place the following precautionary measures:

- Acquired excess gloves, gowns, masks, hand sanitizers, and disinfectants for surface cleaning. Most supply chains have already been impacted.
- Instituted an enhanced housekeeping plan that includes an increased level of disinfecting high-touch points in the common areas of the community.
- Re-educated our team on proper infection control protocols; proper and consistent hand washing being one of the most simple and effective practices.
- Put in place a COVID-19 specific policy and procedure to prevent at risk team members from coming to work.
- Posted signs at all entrances advising against entry by at risk individuals and asking all visitors to sanitize their hands upon entry. Our concierges have been asked to re-iterate this with all visitors.

It is very important that you and your guests participate in the advised precautions. Fever, cough, and shortness of breath are the critical signs and symptoms to be cognizant of. Fortunately, the hygiene basics can go a long way in preventing the spread of COVID-19 in addition to other viruses:

- Avoiding close contact with physically sick individuals.
- Staying in your home when you are sick.
- Covering your mouth and nose when coughing or sneezing and immediately washing your hands afterwards.
- Cleaning your hands regularly with soap and water for at least 20 seconds. A high alcohol-based sanitizer should be used when soap and water is not available.
- Avoiding touching your eyes, nose, or mouth unless your hands have just been cleaned.



Much of our preparation, prevention, and care for COVID-19 is very similar to what we are proactive about every year for the Flu. We have an excellent team here and with your participation in the advised precautions we will reduce the potential impact of COVID-19 and practice better health in general!

For those that wish to have additional general information on COVID-19 we recommend the CDC's Coronavirus 2019 website as a reliable source:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Thank you,

Benjamin M. Thompson | President

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