



Dear Team 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, all of us need to be adhering to the recommended precautionary measures. Much of our preparation, prevention, and care for COVID-19 is very similar to what we are proactive about every year for the Flu. Fever, cough, and shortness of breath are the critical signs and symptoms to be cognizant of.

- Proper infection control protocol.

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.
For many of us this is part of our job so avoiding unnecessary physical contact, using protective barriers when appropriate, and following the other items in this list are key.
- Staying at 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.

- Travel/Return to Work Policy:

- Team members who have traveled to or from the at risk countries as defined by the CDC or US Department of State should not come to work and notify the HR Director.
- Team members who have been exposed to someone with COVID-19 or believe you have should notify your supervisor prior to returning to work.
- Ask your supervisor for a copy of the complete policy if you do not have one.



- See Something, Say Something
 - o Remind your peers, members, and visitors to take the same precautions.
 - o If you are concerned that a team member or member may be at risk, please notify your supervisor.

We have also done the following in preparation:

- 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.
- Acquired excess gloves, gowns, masks, hand sanitizers, and disinfectants for surface cleaning.

Our members are the demographic with the greatest risk of being severely impacted by COVID-19 including the highest mortality rate. We have an amazing 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! We have communicated a similar message to our members and their loved ones.

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,

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