

COVID-19 UPDATE

As the novel form of coronavirus 2019 (COVID-19) continues to be a widespread concern and local governments continue to recommend or mandate restrictions on person-to-person interactions, business operations, and home isolation, we want to share important information with you about our efforts to help keep our residents, guests, and team members safe and healthy.

We encourage everyone to closely monitor the [Centers for Disease Control and Prevention \(CDC\)](#) and [World Health Organization's](#) statements regarding the novel form of coronavirus (COVID-19) and following guidelines from these agencies and other local and state governmental agencies.

Commitment to Our Residents & Guests

In order to fulfill our mission of being socially responsible and to prioritize the health and welfare of our residents, guests, and team members, we are temporarily halting all non-essential business operations within our communities and encouraging residents and guests to practice social distancing as recommended by the [CDC](#).

- Our offices are available by phone or appointment only during normal business hours.
- We are committed to assisting individuals who are in the process of moving in, renting or purchasing a home, or leasing a site. Please contact our office to request an appointment so we may assist you.
- All outdoor amenities including sport facilities, playgrounds, pavilions will be closed to avoid the congregation of individuals. In some areas, pools may open for residents only with recommended and/or required restrictions.
- All of our clubhouses, activity/club rooms, and other indoor amenity spaces will remain closed.

We are making difficult decisions for our collective wellbeing and ask that you do your part to safeguard your family, friends, neighbors, and yourselves.

Commitment to Cleanliness

We take standards for hygiene and cleanliness very seriously and have taken additional steps for the safety of our residents, guests, and team members.

Health & Safety Protocols

We continue to implement a number of practices to support our commitment based upon guidance from health authorities and governmental agencies:

- **Real-time monitoring** of information related to COVID-19
- **Ongoing training** for team members
- Defined cycles and procedures for **frequent cleaning and disinfection** of high-touch areas
- Adjustment of team schedules and working arrangements, where necessary, to **support social distancing** practices

A Collective Effort

COVID-19 is a new disease and health officials are still learning about how it spreads and the severity of illness it causes. According to the most recent information published by the [CDC](#) and the [National Center for Immunization and Respiratory Diseases \(NCIRD\)](#), it's critical **we all do our part to limit the spread of COVID-19** by keeping the following in mind:

- The virus is thought to spread **mainly between people who are in close contact with one another** (within about 6 feet)
- Recent studies suggest COVID-19 may be spread by **people who are not showing symptoms**
- **Maintaining good social distance** (about 6 feet) is very important
- **If someone in your household has tested positive, keep the entire household at home** as recommended by a medical provider
- Listen to and follow the directions of your state and local authorities
- Information from the ongoing pandemic suggests the virus is spreading more efficiently than influenza
- It may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it, and then touching their own mouth, nose, or possibly their eyes. Therefore, the CDC recommends people **practice frequent hand washing or use of alcohol-based hand sanitizer.**

Resources & How to Stay Informed

There are also government resources available to provide support. For more information on unemployment benefits please visit <https://www.usa.gov/unemployment>

Additional resources from [American Heart Association](#) to help stay healthy and informed.

As for the stimulus check, below is the link to apply for your check. Even if you are a non-filer and not required to file taxes, you can go online, give them your address, and you mail you a check or automatically deposit, if you qualify.

<https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

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For the most updated information and preventive protocols, please refer to the Centers for Disease Control and Prevention (CDC) or your local health authority.
