

Dear Residents,

Management is continuing to monitor the developments with the 2019-nCov Coronavirus. To assist with containment efforts and due to the state of emergency currently in effect in many areas, we are modifying certain services in order to assist everyone in staying healthy. We request that residents who are sick with flu like symptoms such as fever, cough, sore throat, etc. to call or email us instead of coming directly into the office. The office will also discontinue serving snacks and/or beverages for the time being.

Although maintenance requests will remain available, our employees are required to confirm that no one is sick with flu like symptoms in the unit before completing the request. If you are ill and have a non-emergency maintenance request, please understand we will not be able to complete your request until you let management know that everyone in the household has been symptom free for at least fourteen days. If we do not hear back from you, we will follow up to check your health status, maintenance needs, and to schedule a maintenance visit. If you have chosen to self-quarantine please notify us when requesting maintenance so we can avoid your unit until your quarantine is over.

Lastly, we have increased our cleaning strategies in our office, closed non-essential common areas, and are currently discontinuing all resident group activities for the time being. If you are ill and expecting to receive a package please call our office to coordinate an accommodation. While we continue to work through the ever-evolving scenario, we have implemented a “no handshake policy” to help prevent the spread of germs. In case of emergency we ask that residents email us their current phone number, employer, employer’s phone number, as well as your emergency contacts information so we can ensure our records are up to date.

Please review the below link for further information from the CDC:

<https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

**Some key points to remember:**

- If you are sick, stay at home.
- Emphasize respiratory etiquette and hand hygiene (i.e. cover nose and mouth when coughing, wash hands regularly with soap and warm water for 20 seconds and use alcohol-based hand sanitizer when soap and water is not available).
- Clean and disinfect frequently touched objects and surfaces using a household cleaning spray or wipe.