



At Cobblestone Property Management, the health and well-being of our residents and team members is our priority. As COVID-19 is still a widespread concern, federal, state, and local governments continue to recommend or mandate restrictions while others are moving to re-open in a phased approach. We will continue to provide you with as much information as possible about our efforts to help keep our residents, guests, and team members safe and healthy.

We will continue 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 we will continue to follow guidelines from these agencies and other local and state governmental agencies.

### **Commitment to Our Residents and Guests**

As states and municipalities begin to lift restrictions related to the COVID-19 crisis, we are preparing to re-open amenities in our communities. Our primary focus throughout this process is the health and well-being of our residents, guests, and team members.

To ensure your safety, we have developed a phased approach to reopening. We are in communication with local governments and once we have clearance and are able to secure adequate cleaning supplies, signage, and proper protective equipment for our team members, we will move into phase two as detailed below.

Phase Two: Restricted Operations - Phase Two is focused on reopening our amenities; however, restrictions and/or operational modifications may still apply. **All persons visiting an enclosed building are required to wear a face mask.** All persons are to practice social distancing and encouraged to wash hands frequently or use a hand sanitizer. Facilities are being used with the risk that the user may contract COVID-19, and that Cobblestone assumes no liability if the user contracts COVID-19 as a result of the use of said facilities. Senior citizens and individuals with significant underlying medical conditions are strongly encouraged to avoid crowds and take measures to limit the risk of exposure to COVID-19. You will also notice social distancing signage, sanitizer dispensers, and enhanced cleaning protocols throughout the community.

#### Indoor Facilities:

- Clubhouse & other facilities - 50% occupancy with a return to normal hours of operation. Occupancy restrictions may vary by room. All facilities will continue to be resident-only during this time. Face coverings are required while visiting an enclosed building.
- Events - offered with social distancing practices in place
  - Interior Events - offered with social distancing practices in place.
  - Exterior Events - offered with increased capacity with social distancing practices in place.
  - Events with Food - must be catered by a professional and certified food handling company. No pot lucks or self-serve event can occur or be offered.
  - Dinner Dances - will be hosted practicing social distancing. Food service provided by a professional and certified food handling company.
  - Show events will be hosted at 50% of the hall occupancy or county occupancy requirements if lower. Ticket sales have to comply with 50% of occupancy or county occupancy requirement if lower. Face masks are required to attend the event.

- Community Kitchens - Social distancing must be practiced. Face masks are required. Regular and frequent hand washing is encouraged.
  - There are to be no shared dishes, drinking glasses, cups, eating utensils.
  - Non-disposable food service items used would be handled with gloves and washed with dish soap and hot water or in a dishwasher.
  - Only catered or prepackaged food can be served.
  - Buffet style service may occur if servers provide food portions; there are to be no self-serve buffets or potlucks.
  - Use gloves when removing garbage bags and any handling disposal of trash.

Holiday events will be hosted practicing social distancing and face masks are required. Please know the above is subject to change in accordance with State and local guidelines.

#### Outdoor Facilities:

- Pool / Spa – 50% capacity restrictions with limited furniture and social distancing.
- Bocce – No more than two people playing per court.
- Pet Run – Open for use with social distancing.
- Grilling Stations – Furniture removed but grills open with social distancing.
- Shuffleboard – Every other lane with limited furniture and social distancing.
- Storage Area – Open for use with social distancing.
- Pickleball – Open for use with social distancing
- Tennis – Open for use with social distancing.
- Golf – Open for use with social distancing.
- Playground – Open for use with social distancing.
- Softball – Open for use with social distancing.

#### **Commitment to Cleanliness**

We take standards for hygiene and cleanliness very seriously and have taken additional steps to ensure the safety of our residents, guests, and team members. Cobblestone leadership is continuously monitoring and implementing the latest guidance on cleaning and prevention protocols with frequent communication to all communities and resorts within our portfolio.

#### **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.
- Enhanced cleaning and sanitization protocols have been established with defined cycles and procedures for common areas and high-touch surfaces.
- We continue to deliver ongoing training for team members and are implementing daily temperature checks prior to starting shifts.
- Team members will be highly encouraged to wear face masks when interacting with guests and required when mandated by state or local authorities.

- Information regarding recommended handwashing procedures will be posted in restrooms, breakrooms, offices, and common areas to increase awareness of simple prevention methods.
- EPA-registered disinfectant products have been distributed to all locations.
- We continue to adjust 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 six (6) feet).
- Recent studies suggest COVID-19 may be spread by people who are not showing symptoms.
- Maintaining good social distance (about six (6) feet) is very important.
- The use of face coverings is recommended while in public spaces.
- Do not gather in groups and avoid crowded places and mass gatherings.
- 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**

Update your contact information here so we can reach out to you directly to provide updates as needed.

For more information on unemployment benefits please visit <https://www.usa.gov/unemployment>.

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

# Coronavirus Disease 2019 (COVID-19)

## What is coronavirus disease 2019 (COVID-19)?

COVID-19 is a virus strain that has only spread in people since December 2019. Health experts are concerned because little is known about this new virus and it has the potential to cause severe illness and pneumonia in some people.

## Who is at risk?

The immediate health risk from COVID-19 is considered low at this time for most Americans who are unlikely to be exposed to this virus. Health care workers caring for patients with confirmed cases of COVID-19 or close contacts of patients have an increased risk.

## How does COVID-19 spread?

Health experts are still learning the details about how this new coronavirus spreads. Other coronaviruses spread from an infected person to others through:



the air by coughing and sneezing



touching a surface with the virus on it, then touching your mouth, nose, or eyes



close personal contact, such as touching or shaking hands

## What are the symptoms?

People who have been diagnosed with COVID-19 have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus:



Fever



Cough



Difficulty breathing



Mild to severe illness

## How can I prevent getting COVID-19?

COVID-19 is a new disease and we continue to learn more about how it is transmitted from person-to-person. The CDC risk assessment will be updated as new information becomes available. Steps you can take to prevent the spread of flu and the common cold will also help prevent coronavirus:

- Wash hands often with soap and water. If not available, use hand sanitizer.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid contact with people who are sick.
- Stay home while you are sick and avoid close contact with others.
- Cover your mouth/nose with a tissue or sleeve when coughing or sneezing.

