

3/23/20 UPDATE:

Covid-19/Corona Virus - Facility Status/Resident Information

Parkway Maintenance & Management staff, SCA and your Board of Directors are continuously monitoring the directives from the Florida Department of Health and Center for Disease Control and Prevention (CDC). We are adapting to changes and developing protocols for our community every day to minimize the impact of this virus on our vulnerable population. The goal is to encourage (1) social distancing, and (2) limit contact with touch points that may harbor the virus. Covid-19 may linger on surfaces for hours to days depending on the type surface.

We recommend that everyone seeking the most accurate information about the COVID-19/Corona Virus review the following websites: www.FloridaHealth.gov and www.CDC.gov. The Florida Coronavirus Hot Line: 866-779-6121. These will be the most authoritative sources for information.

Together, we are facing a truly unprecedented situation which is affecting all of our families, businesses, communities and way of life. In addition to the obvious practicing of good hygiene, social distancing and gatherings being discouraged, employees who are sick, who have sick children, had a close contact with someone who has or may have been exposed to the virus, have recently traveled or have an underlying condition are directed to stay at home. All of these things are affecting our staffing requirements in the office and in the field.

The following are the protocols that have been adopted for the community that are consistent with the recommendations of the Centers for Disease Control (CDC), Florida Department of Health, and local government agencies. We appreciate your adherence and understanding of the actions being taken as we accommodate residents and deal with staffing levels impacted by the virus. The overarching goal is to limit contact, thereby limiting opportunity for contagion and spread of this infection.

Community Service Office Closure

Residents needing to utilize the Community Service Office at the East Activity Center should contact the office by phone at (727) 683-6981 or online at www.otowclearwaterinfo.com/service-department-form/, in lieu of an in person visit. Work orders will be generated but completed as staffing levels allow. The following emergency services will be given priority: Elevator issues, lighting issues, irrigation, water leaks, large tree limbs down and other similar emergency/essential services. Any issues requiring personnel to enter a unit will be by appointment only and only after an initial resident screening questionnaire has been completed.

Your Community Service Fee is not credited or adjusted as a result of these closings which are beyond the Board's control. Your governing documents address the matter by stating "no owner or residential unit shall be exempt from the charges or no owner may avoid the obligation for payment for non-use or partial use..." It is important to note, even though the buildings and facilities are closed, they still must operate, landscape cared for, and maintenance performed. Property taxes, insurance, utility expenses and preventative maintenance still continue despite the closure.

Parkway Maintenance Services

Maintenance services will be limited to the following during this time:

Mowing, trash pickup, irrigation leaks and system checks, fallen limbs, water leaks, building cleaning. All other non-essential services such as spraying for weeds will be done only as staffing levels allow. Roof leaks, downed soffits, or damage that has to be corrected to prevent more severe damage will be

addressed by the roofing team. At this time, the construction team will continue with restorative efforts on building walkways.

As you may imagine, along with resident services disruptions, work staff has been heavily impacted by school closures. In the absence of extended family to watch over their children, one parent may need to stay home from work. In an effort to accommodate these challenges and to meet the needs of the community and its employees, while adhering to CDC recommendations, the Management Company has moved to a more flexible schedule to potentially include later hours or work weeks that may include weekends or split shifts. This will continue until further notice. We apologize in advance for any disruption this may entail.

While these protocols and procedures are being implemented, they are by no means complete. Our management team has been directed to work with the residents and all employees and contractors to implement these procedures consistent with CDC recommendations to accomplish our common goals of reducing the potential for exposure to, or infection, from the Coronavirus. Of course, there is no assurance that any of the measures implemented will guarantee that you will not be infected by the virus.

The safety of all of our residents, employees and contractors is of utmost importance. With everyone working together, taking personal responsibility for protecting ourselves and each other, we will get through these stressful times together.

Email Address Information

It is recommended to all residents that they submit their email address to the Association via www.associationinfo@otowfl.net. The Association will use this email address for any future notices or correspondence. It is also recommended that you update your emergency contact information by visiting <http://www.otowclearwaterinfo.com/emergency-contact-form/>. As a reminder, email addresses are considered confidential and used only for Association related business.

Facility Closures:

All Activity Centers, Community Service Office, Sales office, dog park, Pavilion and grill areas, pools, spa, Fitness Center, Tennis/pickleball courts, Shuffleboard and horseshoes, lapidary and woodshop, golf courses, sports areas, community restrooms, shuttle bus, and MTP classes **are closed until further notice** in compliance with the President's Coronavirus Guidelines for America: 15 Days to Slow the Spread. This is an evolving situation to stem the spread of the virus and we will monitor very closely so that we can reopen facilities as soon as it is safe to do.

Staff Interactions

Employees are being instructed to maintain a social distance of at least six feet (CDC guidance) when interacting with residents or each other. In order for our staff and our management team to properly implement all of the precautions and protective measures, we need to be informed of anyone who is at risk of contracting or has contracted COVID-19.

IF ANY OF THE FOLLOWING APPLY TO YOU OR ANYONE RESIDING IN YOUR HOME, the CDC has urged you to quarantine for at least 14 days. We have also advised staff that they may ask the following screening questions before coming in contact with a resident or entering into their home:

- You have traveled within the past 14 days to any of the CDC Risk Level 3 countries, which currently includes:
 - China
 - Iran

- South Korea
- Italy
- Japan
- Any travel country on the CDC's affected geographic areas of widespread/sustained community transmission: <https://www.cdc.gov/coronavirus/2019/ncov/travelers/index.html>.
- Most of Europe [for list of countries – wwwnc.cdc.gov/ravel/notices/warning/coronavirus-europe]
- Knows that he/she has been in direct contact with a person who has contracted COVID-19
- Is displaying the symptoms of the COVID-19 infection, which include:
 - Fever
 - Cough
 - Shortness of Breath
- Has a confirmed diagnosis of having contracted COVID-19
- Has been asked to self-monitor at home by the CDC or local health department, or been directed to self-monitor by their health care provider.

TeleMed

<https://www.medicare.gov/coverage/telehealth> Due to the [Coronavirus \(COVID-19\)](#) Public Health Emergency, doctors and other health care providers can use telehealth services to treat COVID-19 (and for other medically reasonable purposes) from offices, hospitals, and places of residence (like homes, nursing homes, and assisted living facilities) as of March 6, 2020. Coinsurance and deductibles apply. If you have coverage through a Medicare Advantage Plan, you won't have to pay out-of-pocket costs (called cost-sharing) for COVID-19 tests. <https://www.cms.gov/newsroom/fact-sheets/medicare-telemedicine-health-care-provider-fact-sheet>

Residents in General:

Our past notices have provided everyone with the general recommendations from the CDC and Pinellas County Health Department, to reduce the risk of exposure and spread of the virus. This is important and we want to remind you of the following:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- Practice social distancing and avoid groups of 10 or more
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty

