

March 13, 2020

RE: Coronavirus Update

Dear New Park Towers Resident,

Building Operations in General:

- Effective immediately, staff is being instructed **not** to enter any apartment unless there is a situation that requires it (i.e. an immediate health/safety issue for a resident or a condition within the apartment requiring immediate attention).
- Staff are being instructed to maintain a social distance of three (WHO guidance) to six feet (CDC guidance) when interacting with residents. Please use email and telephone to communicate with staff. It may become necessary to close the management office to the public and take appointments only.
- To supplement the standard procedures to keep the common areas of the building sanitary, we have instructed the building staff to:
 - Vigorously observe all the CDC recommendations recommended above to reduce exposure and spread of the virus.
 - Use the CDC recommended cleaning and disinfecting agents as part of the general cleanings to the common areas and in particular to focus on elevators, the areas immediately outside elevators, mailbox areas and other areas frequented by residents entering and leaving the building
- If any building staff member has experienced any of the symptoms, we will follow the CDC recommendation to address the potential exposure.

We are continuously monitoring the directives from the Center for Disease Control and Prevention (CDC), the World Health Organization (WHO) and State of Florida and City of Miramar governmental agencies. We appreciate your adherence to the directives contained below.

Identifying Residents: If you fit the criteria as identified by the CDC, please notify us immediately so we can implement precautionary and preventive measures. The CDC has identified the following criteria:

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

Isolating Residents: The CDC has urged anyone who has any of the foregoing conditions to be quarantined for at least 14 days. We are asking any resident with the foregoing conditions, to self-quarantine in his/her apartment, or if possible, at another location. If the resident is going to be quarantined in the apartment during this period, the following should be observed:

- Notify the office staff in advance of any need to leave the building (and in advance of returning). The staff will endeavor to properly sanitize the impacted path within the property.
- Staff will not enter a unit if it is under quarantine. However, if there is an emergency situation in your unit, the staff have been directed to follow the CDC's general safety guidelines, which includes the resident to adhering to proper social distancing or moving to a different room.

Residents in General: The general recommendations from the CDC to reduce the risk of exposure and spread of the virus are important, and we want to remind you of these:

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose, and mouth
- 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
- We ask residents to maintain a proper distance from each other and engage in social distancing when in common areas of the building.

While this is an extensive set of procedures being implemented, it is by no means exhaustive. Our common goal is to reduce the potential for exposure to, or infection, from the coronavirus. Of course, there is no guaranty that any of the measures implemented will guaranty that you will not be infected by the virus.

In closing, the safety of all of our residents and employees is of utmost importance. We also recognize our obligation to protect the privacy of our residents and staff members, including compliance with federal, state and local laws regarding such privacy. We will do our best to fulfill these goals.