

COVID-19 UPDATE TO RESIDENTS

In response to the current COVID-19, or coronavirus, we wanted to give you an update on how we're staying on top of it in all our communities.

Since our ownership, we've tried to achieve a high level of cleanliness, sanitation, and health safety. Over the last few weeks, we've built on the many procedures we've long had in place to further strengthen our approach in this current moment.

Things may look and feel a bit different in our office and clubhouses right now and we appreciate you understanding how we're operating to keep you safe. In addition to our usual routines, here are some of the extra measures we've introduced that you'll see:

- We've added extra requirements and increased frequency for disinfecting surfaces and deep cleaning throughout the day.
- We're stationing sanitizing wipes in all of the common areas, and additional hand sanitizer dispensers for residents will be available where possible.
- We're consistently emphasizing the importance of the health and well-being of our staff members. We offer sick pay to our whole team nationwide and are making sure anyone feeling sick knows to stay home. Rest-assured, we'll be taking care of our staff during this time.

We will continue to follow updates and protocol suggested by the CDC, local Departments of Public Health, and World Health Organization to best ensure the safety of our residents and staff members.

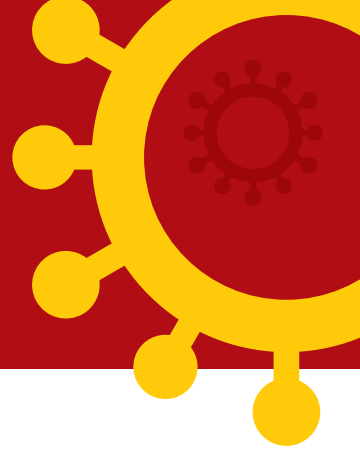
As this is a fluid situation, you may see certain offices and amenities adjusting hours or modifying our operations. There may even be moments where we temporarily close if we feel it's in the interest of the safety of our staff and the community.

Please continue to pay your rent via ACH or by utilizing our drop box. If you need assistance, we ask that you call or email the property manager. Direct contact should be minimized.

We recommend following the current guidelines from the Center for Disease and Prevention:

- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid contact with those who are sick.
- Wash your hands often with soap and water.
- Continue to regularly wash your hands with warm water and soap for at least 20 seconds.
- Keep your hands away from your face.
- Cover your mouth when you cough or sneeze. Do not use your hand or hands to cover your mouth when coughing, but instead, your elbow or sleeve or some area which you are not going to use to touch door knobs, paper, etc.
- Stay home when sick. Avoid all community events or contact with other residents or staff.
- If you have flu like symptoms or develop a fever and symptoms of respiratory illness, such as cough or difficulty breathing, then call your doctor to receive specific guidance.

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.

