



Dear Valued Resident,

During this threat, Coronavirus (COVID-19), the comfort and safety of all Drucker + Falk communities, residents, and staff remain our number one priority. We understand that this threat may cause some stress and feelings of uncertainty. In most areas of the country, the service we provide is still considered Essential. While Essential, we must always take the necessary steps to protect our residents and associates. Therefore our team has decided to take preventative measures as follows.

Social Distancing

To promote social distancing and keep residents and staff healthy, we ask that all residents not only refrain from in-person visits to the management office but approaching team members within the advised 6 feet while within the community. All residents may call or email our offices directly so that we may serve you.

Emergency Maintenance

You may still submit maintenance requests through the resident portal, email, or phone. However, we would ask that you focus solely on emergency items (life safety, water intrusion, non-working refrigerator or HVAC system, a clogged toilet, etc.) at this time, which you can find a further definition in your community’s resident handbook.

In the event an Emergency Maintenance request is submitted, we ask that you adhere to the same Social Distancing guidance provided above. This may include temporarily leaving your home, going into another room, but at a minimum keeping a distance of no less than 6 feet.

Preventative Maintenance

With the scarcity of toilet paper being the norm, it has been brought to our attention that alternatives are being used that may compromise the wastewater system at your community and cause sewer backups. We ask that you review the ‘No Wipes In The Pipes’ handout that is attached.

Common Area Access

All common area amenities are closed until further notice, with the exception of Laundry Rooms. While using laundry facilities, the practice of Social Distancing should be exercised.

From all of us at Drucker + Falk, we appreciate your cooperation and understanding during this stressful time. Our number one priority is to keep our residents and associates safe and healthy, and we believe these measures to be necessary and prudent based on the available information we have today. Should circumstances change over the coming days and weeks, our policies and procedures will adjust accordingly. We are hopeful that by working together, this situation will soon be under control, and we can get back to normal. Until then, be safe!

Sincerely,

Your management team

+ MULTIFAMILY + COMMERCIAL + VENTURES

Newport News, VA
11824 Fishing Point Drive | Suite A
Newport News, VA 23606
(757) 245-1541

Raleigh, NC
7200 Creedmoor Road | Suite 300
Raleigh, NC 27613
(919) 846-7300

Richmond, VA
3900 Westerre Parkway | Suite 102
Richmond, VA 23233-1337
(804) 968-5030

Columbus, OH
6500 Emerald Parkway, Suite 100
Dublin, Ohio 43016
(614) 254-5740



No Wipes Down the Pipes

Even if a product says it is “flushable” ...

Unless it is toilet paper, it should not be flushed!

- Diapers (including cloth, cotton, disposable, or plastic)
- Flushable, disposable, cleaning, or baby wipes
- Paper towels, cloth towels, or any type of rag
- Feminine hygiene products
- Facial Tissues



Place the items listed above in a trash can

**Putting these items down toilets may plug sewers and
cause raw sewage to back up into YOUR HOME**

If you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19, follow the steps below to help prevent the disease from spreading to people in your home and community.

Stay home except to get medical care

You should restrict activities outside your home, except for getting medical care. Do not go to work, school, or public areas. Avoid using public transportation, ride-sharing, or taxis.

Separate yourself from other people and animals in your home

People: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.

Animals: Do not handle pets or other animals while sick. See [COVID-19 and Animals](#) for more information.

Call ahead before visiting your doctor

If you have a medical appointment, call the healthcare provider and tell them that you have or may have COVID-19. This will help the healthcare provider's office take steps to keep other people from getting infected or exposed.

Wear a facemask

You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then people who live with you should not stay in the same room with you, or they should wear a facemask if they enter your room.

Cover your coughs and sneezes

Cover your mouth and nose with a tissue when you cough or sneeze. Throw used tissues in a lined trash can; immediately wash your hands with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty.

Avoid sharing personal household items

You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home. After using these items, they should be washed thoroughly with soap and water.

Clean your hands often

Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry. Soap and water should be used preferentially if hands are visibly dirty. Avoid touching your eyes, nose, and mouth with unwashed hands.

Clean all "high-touch" surfaces every day

High touch surfaces include counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and bedside tables. Also, clean any surfaces that may have blood, stool, or body fluids on them. Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.

Monitor your symptoms

Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing). **Before** seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19. Put on a facemask before you enter the facility. These steps will help the healthcare provider's office to keep other people in the office or waiting room from getting infected or exposed.

Ask your healthcare provider to call the local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate. When working with your local health department check their available hours.

If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.

Discontinuing home isolation

Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low. The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.

