

# MEADOW WOOD AT ALAMO CREEK

To: All Residents

Date: March 13, 2020

Re: Coronavirus (nCoV) Guidance for Residents

---

## Dear Meadow Wood Residents:

We are reaching out regarding developments related to the coronavirus (COVID-19). Today President Trump declared a National Emergency.

While Meadow Wood management is taking every precaution to keep our communities safe, **we cannot do it without your partnership**. Please make responsible decisions to help protect our communities. It's incumbent upon all of us to remain in your home if you are sick, keep apprised of travel advisories and follow the recommended safety guidelines. Please carefully read the section below on What You Can Do for additional information.

Meadow Wood Management will continue to follow the guidelines from resources such as the Department of Public Health, the Centers for Disease Control (CDC) and the World Health Organization. We urge all residents to likewise consult these reputable sources for information and advice.

The health and safety of our communities is our top priority. Below is information on how coronavirus spreads, what we as a company are doing to help keep our communities safe and how you can partner with us in this effort.

## HOW THE CORONAVIRUS SPREADS

While there is much still unknown about COVID-19, the CDC states that the virus is thought to spread in the following ways:

- Between people who are in close contact with one another (within about six feet)
- Through respiratory droplets, produced when an infected person coughs or sneezes, that are ingested/inhaled by someone nearby.
- And by touching a surface or object that has the virus on it and then touching your own mouth, nose or eyes.

People are likely most contagious when they are most symptomatic, but asymptomatic individuals may also spread the illness. Adults—particularly older adults with compromised immune systems—have been hit hardest.

## WHAT WE ARE DOING

- All community activities will be cancelled until further notice.
- All Common Area Recreational Facilities will be closed until further notice. (Laundry Rooms will remain open for use).
- All non-essential work orders will not be completed until further notice. All emergency maintenance work orders will be completed. An emergency is defined as the following:
  - The interruption of essential services (hot or cold running water, electricity, gas, adequate heat in the winter, a non-functioning elevator)
  - Glass breakage which deprives residents of security or heat in the winter.
  - Repairs that, if not performed, would expose resident to injury.
  - Flooding from ruptured water lines or fire sprinkler heads that have been damaged and are spraying water without there being a fire.
  - Gas leaks
  - Roof leaks

## MEADOW WOOD AT ALAMO CREEK

- Outside temperature drops below 59 degrees and the heater is not working or the temperature reaches 88 degrees and the air conditioning is not working.
- Inoperable front door locks
- If there is not one working toilet or one working sink in the apartment.
- Maintenance staff will increase the number of times they are disinfecting and cleaning common area door handles, surfaces, and elevator buttons with disinfectant wipes
- We are requiring all employees to stay home when they are sick.

### WHAT YOU CAN DO

Per the CDC, please follow the below guidelines to prevent the spread of illness.

- We are requesting **all residents to stay home and out of the common areas when they are sick**. Please do not mingle in these areas if you have any **signs of respiratory illness, particularly with a fever or flu-like symptoms**.
- Currently, the CDC discourages nonessential travel to countries it has deemed Level 3. Those currently include South Korea, Italy, Iran and China. If anyone living in your home travels to one of these countries, we ask them to follow the CDC recommendation **to self-quarantine for 14 days**.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- 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 using the restroom; before eating; and after blowing your nose, coughing or sneezing.
- Other than health workers or people caring for someone ill, the CDC does not recommend that healthy individuals wear face masks.

Finally, I want to take a moment to acknowledge the psychological impact of this situation. The organized worldwide response to COVID-19 has been robust and generally encouraging. In this time of uncertainty and worry, I am struck by the patience, support and resilience I've already seen in our communities as we tackle these challenges. We will continue to update our community regularly.

Sincerely,



Sopheap Armesto  
Community Manager  
Meadow Wood at Alamo Creek