

### **3/20/20 UPDATE: Covid-19/Corona Virus - Facility Status/Resident Information**

The Management Staff for Parkway Maintenance, SCA and your Board of Directors at On Top of the World Communities 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](http://www.FloridaHealth.gov) and [www.CDC.gov](http://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 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.

#### **Resident Services**

Residents needing to utilize Resident Services at Friendship Commons should contact the office by phone, 352-236-OTOW (6869) or email [otowservice@otowfl.com](mailto:otowservice@otowfl.com) in lieu of visiting. Work orders will only be issued for the following services: Irrigation and Water Leaks, Soffit down, large tree limbs down and other similar essential services. Decals will be installed by appointment only.

#### **Parkway Maintenance Services**

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

Mowing and bed crews, debris pickup, irrigation leaks and system checks, fallen limbs, trash and compactor site cleanup. Non-essential services such as spraying for weeds and off day debris pick up will be done only as staffing levels allow. Crews will circle through each community on scheduled day for debris pickup one time. Please go to [www.otowinfo.com](http://www.otowinfo.com) to make sure you have your debris on the street the assigned day and time for your area. Individual work tickets will not be generated during this time.

Roof leaks, downed soffits, or damage that has to be corrected to prevent more severe damage will be addressed by the facility maintenance team.

In an effort for the Management Company to meet the needs of the community and its employees, while adhering to CDC recommendations, we have moved to a more flexible schedule to potentially include later hours or work weeks that may include weekends or split shifts.

As you may imagine, 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, the Management Company has had to adopt more flexible schedule for work hours. We apologize in advance for any disruption this may entail.

### **Warranty Services**

Essential Warranty services will be limited to emergency services. We ask that residents compile non-urgent work orders and hold them until this situation passes. Warranty Representatives will be available by phone and email to answer any questions or concerns you may have in the meantime.

### **Bus Service**

The community bus will be running until end of day Thursday, March 19. Next week by appointment only and for medical prescriptions at nearby pharmacies only, we will assist residents who have no other alternative to pick up needed prescriptions. All other trips are cancelled until further notice. Please contact Maggie at Recreation Center, 352-387-7533 to set up appointments.

### **Facility Closings:**

All buildings, facilities, pools, golf, parks, dog parks, playgrounds, sports areas, community bathrooms, town square, and MTP are closed until further notice in compliance with the President's Coronavirus Guidelines for America: 15 Days to Slow the Spread. The Pub is closed, however The Club at Candler Hills and Sid's Coffee Shop and Deli will be open for takeout. Numbers are provided below. 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. Please note the following:

## **CORONAVIRUS / COVID-19 CLOSURE NOTICE**

CONSISTENT WITH THE RECOMMENDATIONS OF THE CENTERS FOR DISEASE CONTROL (CDC), FLORIDA DEPARTMENT OF HEALTH, AND OTHER STATE AND LOCAL GOVERNMENT AGENCIES THIS FACILITY/AMENITY IS **CLOSED UNTIL FURTHER NOTICE**. ANY USE IS STRICTLY PROHIBITED. ANY USE BY YOU DURING THIS CLOSURE WILL BE AT YOUR OWN RISK.

PLEASE CALL 352-236-6869 OR EMAIL [OTOWSERVICE@OTOWFL.COM](mailto:OTOWSERVICE@OTOWFL.COM) WITH ANY QUESTIONS.

With buildings and facilities closed, maintenance staff will move up maintenance plans to complete deep cleaning and golf course work during this time to prevent future closings.

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.

### **Staff Interactions**

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 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](http://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>

### **Isolating Residents:**

We are asking any resident with the foregoing conditions, to self-quarantine in his/her home. If the resident is going to be quarantined in the home during this period, the following should be observed:

1. If there are any deliveries scheduled to your home, such as groceries, medications or food, please notify the gates so the vendor has access—Main Gate - 352-854-8935; 90<sup>th</sup> Street Gate - 352-854-2237; Candler Gate – 352-861-5378.
2. While it would be inconsistent with self-quarantine, we must remind you that you should not use any amenities or common area facilities while in quarantine.
3. Staff will not perform any work within a home of such resident unless it is an extreme emergency – something which if not attended to would result in severe damage to the home or other residents. In that case, staff or third party contractors with appropriate protective equipment will address the emergency.
4. **FOOD TAKE-OUT**
  - Sid’s Coffee Shop and Deli—352 387 7402
  - The Club at Candler Hills – 352 861 9720
5. **FOOD DELIVERY FROM LOCAL RESTAURANTS:**

- Door Dash Restaurant Delivery/download app on phone: delivers to OTOW area from local restaurants if they are open.
  - Grubhub/ download app to phone: area restaurants if open.
  - Bite Squad/ download app to phone: area restaurants if open.
  - Piesanos Stone Fired Pizza delivery 352-351-6000
  - Domino's Pizza delivery 352-369-5050
6. GROCERY DELIVERY:
- INSTACART/ download app to phone
  - Deliveries from: Publix, Sam's Club, Aldi, BJ's CVS pharmacy, Petco, ABC Liquors, Publix Liquors, Target
7. MEDICAL SUPPLIES:
- WALGREEN'S DELIVERY IN OCALA FL/ Type this in the search bar and select Walgreen's location 6015 SW Hwy 200 to place online order.
  - CVS/ 10255 SW 86<sup>TH</sup> Circle location/ Phone 352-873-6093 or order online.
8. OXYGEN/OTHER NEEDS
- **Marion County Elder Helpline provides listing of services for seniors. Phone 800-262-2243.** They can provide a list of local oxygen delivery companies if needed.

**Residents in General:**

Our past notices have provided everyone with the general recommendations from the CDC to reduce the risk of exposure and spread of the virus. This is 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

**Building Operations in General:**

- All amenity buildings, facilities, pools, golf, dog parks, parks, sports areas, community bathrooms, MTP and town square are closed for use in compliance with the President's Coronavirus Guidelines for America: 15 Days to Slow the Spread. The Pub is closed, however The Club at Candler Hills and Sid's Coffee Shop and Deli will be open for takeout. Numbers are provided in number 4 above. We anticipate these closings to extend well into April. This is an evolving situation to stem the spread.
- Staff are being instructed to maintain a social distance of at least six feet (CDC guidance) when interacting with residents or each other.

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.

Attachments:

President's Coronavirus Guidelines for America

Stop the Spread of Germs

What you need to know about coronavirus disease 2019 (COVID-19)

Closed Amenity List