

Covid-19/Corona Virus Update 3/25/20

As we at On Top of the World continue to closely monitor information surrounding the Coronavirus outbreak, we want to assure residents that the first and most important priority is to protect the health and safety of the community, including residents and employees.

All amenity buildings and facilities are closed for use consistent with the recommendations of the Centers for Disease Control (CDC), Florida Department of Health, local government agencies and the President's Coronavirus Guidelines for America: 15 Days to Slow the Spread. If you are seen utilizing closed facilities, you will be asked to comply with the signage and if you choose not to do so, the conversation will be documented and appropriate measures implemented.

Most residents have complied with the closures and understand the need for social distancing and limiting contact with touch points that may harbor the virus. A number of residents have emailed and questioned why facilities for outdoor use needed to be closed.

On Top of the World has always been community-minded and will remain so during these unprecedented times. This virus has forced us to operate differently than in the past and while these measures may seem drastic, the exponential rate of infection, with not-as-yet approved vaccines and limited healthcare tests and supplies, makes it of the utmost importance to slow or contain the rate of infection as much as possible, especially to our vulnerable population.

On Tuesday March 24, 2020, Florida Governor Ron DeSantis issued Executive Order Number 20-83 which directed the State Surgeon General and State Health Officer to issue a public health advisory to all persons over 65 years of age and to persons with underlying medical condition that places them at high risk of severe illness urging them to stay home and to take such other measures as necessary to limit their risk of exposure to Covid-19. Residents are urged to take action to limit their exposure as recommended by the Governor.

To assist residents staying in their workout routines, watch for home work out sessions led by Cammy Dennis and Jessica Pinkowski via the MTP webpage. You will see 5 videos to choose from, 5 more being added soon, and some live streaming workout sessions added in the near future. Cammy and team have also come up with a new resident challenge to help pass the time—Stride and Seek Challenge. Watch www.otowinfo.com for more information.

On Top of the World is continuing to employ all persons. This time is being used to accomplish deep cleaning and sanitizing buildings so that you have confidence that the facilities are safe and sanitized when they reopen. We are also taking advantage of the closings to move up some of the cultural practices golf maintenance accomplishes annually, such as aerating and verticutting. As a result, you can expect to see some of the future golf course closing time for these practices reduced and thus typical for any year.

Pools are closed to ensure social distancing and to limit contact with touch points that may conceal the virus as well as the fact that the bathrooms are closed. Pools are not allowed to be open if bathrooms are closed.

Your community Service Fee is not credited or adjusted as a result of these closings which are beyond the Board's control. It is important to note, even though the buildings and facilities are closed, they still must operate, landscape must be cared for, and maintenance performed as noted above. Property taxes, insurance, utility expenses and preventative maintenance still continue despite the closure. If you have questions, please refer to your owners documents.

There are a lot of rumors circulating and we recommend that everyone seeking the most accurate information about the COVID-19/Corona Virus review the following websites: www.FloridaHealth.gov and www.CDC.gov. The Florida Coronavirus Hot Line: 866-779-6121. These will be the most authoritative sources for information.

In the days ahead, as we reevaluate the opening and operation of the facilities, please know that our obligation is to keep our community as safe as possible and we appreciate cooperation and understanding from our residents as we join together to combat this virus.

Attachment Executive Order Number 20-83

Community Working Protocols (Attached Below)

Support for Home Needs – Food, Meds, Grocery (Attached Below)

Resources:

www.FloridaHealth.gov

www.CDC.gov

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

Florida Coronavirus Hot Line: 866-779-6121

www.alertmarion.com

Community Work Protocols:

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 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 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.

Sales

Sales visits will be conducted by appointment only. Please call 352-854-3600.

Support for Home Needs:

1. FOOD TAKE-OUT
 - Sid's Coffee Shop and Deli—352 387 7402
 - The Club at Candler Hills – 352 861 9720
2. 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
3. GROCERY DELIVERY:
 - INSTACART/ download app to phone
 - Deliveries from: Publix, Sam's Club, Aldi, BJ's CVS pharmacy, Petco, ABC Liquors, Publix Liquors, Target
 - Marion Senior Services – Offers Assistance – 352-620-3505
4. 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 86TH Circle location/ Phone 352-873-6093 or order online.
5. 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.