

Message to Resident – 4/24/20

The Governor's Executive Order 20-91 went into effect April 3<sup>rd</sup> and will continue through April 30<sup>th</sup>. Although the governor has given no indication that the "Stay at Home" order will be extended beyond April 30<sup>th</sup>, OTOW remains committed to the safety of our residents. OTOW will continue to monitor the data from Marion County, the CDC and the Florida Department of Health as well as reviewing the recommendations and guidelines from the Governor's Reopen Florida Task Force, before any final decisions are made for reopening. The goal is to return to full operation as soon as possible, but the safety of our residents and employees must remain our #1 priority.

While many of us are tired of staying at home, it is vitally important that we remain committed to respecting the "Stay at Home" order. During our most recent communications with the Health Department of Marion County, they stressed that while many other Counties in Florida had already reached their peak in terms of new daily cases, projections continue to show that Marion County is now in its peak period. Residents should continue to carefully follow safety protocols so that we prevent any kind of spike in new cases. The Health Department emphasized that the majority of cases that they are seeing currently are related to patients coming into close contact with other infected people. So all is not lost, please continue to follow safe protocols so we can defeat this virus and move forward.

The transition to whatever the "new" normal is currently an unknown. It is reasonable expect to reopen in stages, possibly with outdoor activity first. Social distancing is anticipated to continue in some form with limitations on the number persons allowed to gather. Whether a protective mask will be recommended or required and/or gloves is also unknown. There are many unknowns at this point. What is clear about the virus is that it is much more likely to spread when people are in close proximity to others.

Be assured, OTOW is preparing for these uncertainties and the expectation of a staged opening. General Guidelines will apply to all facilities and outdoor areas. Stop • Read • Proceed signage will be posted at all entrances updating residents of safety procedures and guidelines to follow while using facilities.

The golf professionals have been networking with their industry representatives and other golf courses, and we expect to see changes such as distancing, no pins, rakes, or ball washers, and single riders in carts. Tee times are being considered for the OTOW courses to prevent gathering. However, much of the direction from the Governor's Order will determine next steps.

Recreation events and activities are most dependent on the CDC, Health Department and Executive Orders due to the allowed number that can gather at one time and meet social distancing requirements. We expect pools and outdoor facilities to open first and we are working on potential protocols to do so. We will ask Club and Group Leaders to assist in

enforcing new protocols for the safe use of facilities. You can expect to have specific closing hours and residents will be asked to vacate facilities so that proper cleaning may occur each night.

Fitness Centers including the Ranch Fitness Center & Spa will continue to enforce the protocols in place prior to closing. Group fitness classes will not resume until gathering orders allow. Don't forget to check out MTP and The Ranch websites for free virtual fitness classes.

Maintenance is continuing its work to have ultra violet light installed in all AC units, new hand sanitizer stations added at facilities, and disinfecting solutions provided in bathrooms. Unfortunately, neither the CDC, OSHA, or State and Local Health Departments have issued specific recommendations or frequency guidelines for cleaning facilities, so the tendency on management's part is to adopt a standard of greater frequency cleaning/disinfection. This may mean that facilities will have intermittent, short closures while cleaning is in progress. These small interruptions will be for your own safety.

Resident Services will continue to take phone calls (352-236-6869) and email requests, please utilize this form of communication if you have the ability to do so. Appointments or limited lobby access for residents will commence from 8:00 am to noon, once we have reviewed the executive order and all of the other recommendations from the experts.

Warranty Department will continue new home walk-throughs via FaceTime or other similar means. Locals may walk their home if screening protocols and Personal Protective Equipment (PPE) are adhered to. If the homebuyer affirms any of the Covid-19 screening questions, staff will not be permitted to do an in-person walkthrough/orientation.

Resident Orientations – Skype and FaceTime interviews will continue and appointments will resume when permitted.

Circle Square Commons and Master the Possibilities (MTP) reopening are also dependent on the Governor's Orders regarding the allowed number that can gather at one time. During the past month, while the facilities have been closed several have undergone a refresh of paint and new flooring. All furnishings have been sanitized and upholstered chairs professionally cleaned. Town Square will reopen subject to guidelines and protocols for outdoor facilities. Please do not gather on the square in the meantime.

Cultural Center – All public and private events scheduled for May have been moved to other months in 2020 and beyond. Please check the website [www.CSCulturalCenter.com](http://www.CSCulturalCenter.com) for new dates, or call the Ticket Office at 352-854-3670 to re-arrange your purchases. If you have tickets for shows that have moved to a new date, you will still have your same seats. If you are unable to attend a new date, please check with the ticket office to learn about options available to you.

MTP is providing an opportunity for continual learning by bringing select classes to your home through distance learning. Students may reach the main office Monday-Friday, 9:00 am to 4:00 pm by calling 352-861-9751. Please visit their website for more information [www.masterthepossibilities.org](http://www.masterthepossibilities.org).

Sid's continues carryout from 7:30 am to 3:00 pm. Monday through Saturday.

The Club at Candler Hills will continue to offer both carry out and delivery services from the hours of 12:00 pm-7:00 pm. Curbside pickup and delivery from the Club is also available.

The Accounting Office is closed and will reopen subject to guidelines. There is a drop box installed outside the door for any and all payments you would normally drop off with the receptionists. If you wish to make an appointment with someone from the Accounting Office, please contact 352-854-0805 and request to speak with the person directly.

Be on the lookout for fraud. We are seeing various attempts by bad actors to defraud people during this time of crisis. Primary targets of fraud are typically the elderly population. Remain skeptical of people selling "cures," emails may be grifters out to defraud you, and other ways to deceive you. Please keep an eye out for your neighbors as well.

What facilities are allowed to reopen by Governor's Order, whether restrictions will remain in place for high risk people in Phase I of the order, the number of people that may gather and what protective gear may be required, are all part of the unknowns for all of us. What we do know and send sincere thanks and appreciation for, is for each of you doing your part to help defeat this Covid-19 coronavirus. Thank you!