



Thursday, March 12, 2020

Dear Valued Resident,

As concerns about COVID-19 continue to grow, our team is remaining vigilant and taking extra precautions to help keep you healthy.

While there have been *no confirmed or suspected cases at any of our Sparrow communities*, we take the threat of the coronavirus — and all other communicable diseases — extremely seriously. Consequently, we have and will be taking the following preventative measures:

- Events for non-residents will be limited to a maximum of 15 guests to keep the number of visitors down.
- Food will not be served at any gatherings to reduce the spread of germs.
- The addition of hand sanitizers in common areas of our communities.
- Our team will wipe doorknobs and other frequently touched surfaces with disinfectant throughout the day (minimum of twice per day).
- Frequent monitoring of the CDC's latest information and guidelines surrounding COVID-19.
- **We will continue to evaluate the situation and take additional measures as deemed necessary.**

Second, we're asking that all of our team members and residents continue to follow these preventative guidelines issued by the Center for Disease Control (CDC):

- Most importantly: wash your hands often with soap and water* for at least 20 seconds, with great attention paid to your fingertips. This is particularly warranted before eating, using the restroom; and after blowing your nose, coughing or sneezing.
* If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose or mouth.
- Stay home when you are sick and wait 24 hours after fever passes before returning to work or interacting with the public.



- 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 disinfectant cleaning spray or wipe.

Finally, we're urging anyone experiencing symptoms of illness, and in particular coronavirus (including fever, coughing and shortness of breath, as well as anyone who believes they may have been exposed to the virus) to please follow these additional CDC guidelines:

- Promptly contact your medical provider *by phone* before visiting in person, calling 9-1-1 if necessary.
- Stay home except to get medical care.
- Separate yourself from other people and animals.
- Wear a face mask when around other people.

Keeping our community safe and healthy is our top priority, and we appreciate everyone's cooperation and vigilance. **If you are experiencing symptoms of illness please notify your Community Manager so that we may best assist you and take further measures to protect other residents.**

Furthermore, we are doing our best to keep hand sanitizers and bathroom necessities stocked, however supplies are limited at this time. **We ask that you please do not move any community supplies or bring them to your own home as this prevents your neighbors from having access to these items.**

For more detailed information on COVID-19 and actions high-risk individuals should take please visit: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

We are carefully monitoring updates from the CDC and local public health officials, and will continue to update our residents and day-to-day operations as the situation evolves. If you have any questions, please do not hesitate to contact your local property management team.

Sincerely,

Sparrow Management