

Dear Skyline House Resident,

Our world is tackling a crisis of extraordinary human and business impact, and we stand in solidarity with all who have been affected by the global coronavirus (COVID-19) pandemic.

The well-being and safety of our staff, their families, and our residents remain our top priority. With that in mind, we are closely following best practices and guidelines recommended by federal, state, and local authorities to provide a healthy work environment and minimize disruptions to our residents.

Please be assured that we are monitoring this very fluid situation closely.

SHUOA is following the Centers for Disease Control (CDC) recommendations for employers:

* Effective Monday, March 17th, all East Party, Kiddie, Library, and West Building Billiard and Exercise rooms were closed until further notice.

* Employees who appear to have flu-like or respiratory illness symptoms will be prohibited from work and required to have a doctor's note to return to work.

* Routine disinfecting of common areas is being performed throughout the day. Personal protective equipment (gloves, hand sanitizer, etc.) have been made available to employees. Hand sanitizer has been placed at the front desk and management and accounting offices.

* Meetings or seminars have been postponed or changed to conference call-in meetings.

We remind all residents to:

- Avoid close contact with people who are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Avoid touching your eyes, nose, and mouth
- Clean and disinfect frequently touched objects and surfaces
- Stay Home when you are sick except to get to medical care
- Wash your hands often with soap and water for at least 20 seconds.

As of today (March 18), we have not received any information that a resident or staff member has the coronavirus. We ask that if you or anyone in your household is diagnosed as having it to please contact the management office to report it.

We also ask that you limit any visits to the office or front desk. If you can send an email or call us about your questions or needs, please use these options. If you require an actual visit to the office or front desk – we are enforcing 100% Social distancing. Please allow 6 feet between you and our employees when it is necessary to speak to them in person.

Thank you for doing your part to keep Skyline House Safe
Skyline House Board of Directors and Management
March 18, 2020

PLEASE READ THIS IMPORTANT NOTICE

In order to protect both our residents and our employees from the coronavirus, we are instituting new policies with regard to dealing with the Management Office and the Maintenance Department. Beginning Monday, March 23, the Office will continue to be open from 8:00 am to 6:00 pm. However, access to the Office by our residents will be restricted. If you have a question or request that can be dealt with over the phone, we ask that you call the appropriate party (telephone extensions are listed below). If you need to come to the Office (to have your proxy for the Board election notarized, for example) ***you must call in advance to arrange visit***. This will eliminate the possibility of numerous people entering the Office and coming into close contact with each other. When in the Office, we ask that you maintain a safe distance of 6 feet between you and the staff. We ask that you show the same courtesy to both the front desk and housekeeping staff.

In the case of the staff of the Maintenance Department, we are restricting their availability to emergencies only. These include (1) leaks; (2) inoperable HVAC units when the temperature is below 60 degrees or above 80 degrees; (3) clogged kitchen sinks; (4) no electricity; and (5) toilet repairs, after hours, ***but only if your unit has only one toilet***. If maintenance staff enter your unit to deal with any of these emergencies, we ask that you maintain a safe distance of at least 6 feet from them.

In-unit paint repairs for damages will be suspended until further notice.

For Assistance, please call 703-578-4855, then

Press 2 to be connected to Donte (East Resident Service Coordinator)

Press 3 to be connected to Noemi (West Resident Service Coordinator)

Press 5 to be connected to Tycia (Deputy General Manager)

Press 6 to be connected to Lucy (Bookkeeper)

Press 7 to be connected to Greg (Chief Engineer)

Thank you for your understanding and cooperation in helping to keep residents and staff safe.