



March 16, 2020

POAH Communities is responding actively to mitigate the threat that the COVID-19 virus poses to our residents, our staff, and the communities we serve. To coordinate that response across our properties, we have implemented the following plan of action. The plan consists of several key elements:

- **Task Force & Communications:** We have created an internal COVID-19 Task Force which will manage ongoing response and coordination. In addition, we have updated our Communications Protocol for use during the COVID-19 response period.
- **Education:** We have provided staff and residents information regarding the transmission of the virus.
- **Site Cleaning and Hygiene:** We have implemented an enhanced cleaning regime and provided methods to promote proper personal hygiene and the use of personal protective equipment.
- **Social Distancing:** We have provided guidelines for interactions and social distancing between our staff and residents and other members of the public.
- **Evictions:** We have instructed our on-site teams to suspend all non-essential evictions until further notice.

COVID Task Force & Communications

1. POAH Communities created an internal COVID-19 Task Force of key leadership to monitor the COVID-19 situation, make decisions based on information from the CDC and local health departments, and manage communications with residents, staff and stakeholders.
2. Implemented weekly conference calls with Property Managers starting on March 17, 2020.
3. Created a “Plan Ahead” resource sheet for Property Managers to distribute to residents where they can get assistance from, public health department, nearest hospitals, food and household supplies, counseling services, etc.
4. Effective March 16, 2020, we will update the POAH Communities website to include a page to share information and updates regarding COVID-19.
5. Communications and signage have been, and will continue to be, provided to staff to post and to use as a resource when speaking with residents so that messaging across all of our properties is consistent and cohesive.
6. We have requested from residents their email and telephone number to utilize current auto-messaging software to text message and send emails as updates are available.

Education

1. We have printed and distributed to all residents the following CDC publications:
 - a. Share Facts about COVID 19 – CDC
 - b. What you need to know – CDC
 - c. What to do if you are sick – CDC
 - d. Stop the spread of germs poster – CDC
2. We have provided the on-site teams with CDC information on how infectious diseases can spread.
3. We have provided OSHA's “How to Protect Yourself in the Workplace during a Pandemic” publication.



Cleaning and Hygiene

1. We have developed and trained on-site teams on an enhanced property cleaning protocol to be utilized at all sites.
2. We have ordered hand sanitizing stations for all senior properties.
3. We have instructed the on-site teams to purchase and wear personal protective equipment (PPE) as needed.
4. Staff have been instructed to stay at home if they are ill. They may be eligible to work from home if job responsibilities allow for remote work and upon agreement of supervisor and HR.

Social Distancing

1. Interaction with Residents: While one-on-one interactions are still safe to have according to the CDC, we are limiting close social interaction with residents and seeing them by appointment only or in the case of emergency. We are asking staff to make a conscious effort to reduce close contact while still offering the highest level of customer service.
2. Work Order Management: Maintenance Supervisors and Technicians will only be required to address emergency and safety related work orders. The Maintenance team will focus on enhanced cleaning of common areas and follow proper cleaning protocol.
3. Onsite Programs/Events: We are only offering programs where 6 feet between people is possible and transitioning meetings to video or phone conferencing. All other programs are suspended.
4. Visitors Limited Access: Effective immediately, residents are instructed to limit access to all outside visitors, except for caregiver/immediate family, health or essential service-related personnel.
5. Community rooms, computer rooms, or exercise rooms at properties will be restricted until further notice.

Evictions

POAH Communities is suspending any non-essential evictions in process and is prohibiting initiation of any new non-essential evictions until further notice.