

## *SOCIAL DISTANCING POLICY*



As our country faces the growing pandemic and threats resulting from the Coronavirus and the associated COVID-19 disease, Nelson & Associates, Inc. is taking appropriate steps to stop or slow the spread of the virus and protect the individuals and families we serve, our staff and our communities.

Effective 3/16/2020, Nelson will close all offices to the general public for the next 30 days. First and foremost, we want to maintain a safe community. We ask all residents and staff to cooperate in taking steps to reduce the transmission of infectious diseases, including the coronavirus. Residents and staff are reminded of the following:

- Stay home when sick and avoid close contact with others.
- Wash hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer if soap and water are not available.
- Avoid touching eyes, nose and mouth.
- Avoid exposure to people who are sick.
- Cough or sneeze into an elbow or use a tissue and place immediately in the trash.
- Clean and disinfect frequently touched objects and surfaces on a regular basis.
- Pay rent via drop box and or resident portal
- Applications can be obtained online and/or mailed. Please call the office.
- **Use the resident portal for work orders or call the office**
- Recertifications and move ins are suspended for 30 days to avoid personal interaction.
- All maintenance personnel must wear gloves and or mask
- Maintenance will use this time to concentrate on out- door projects and vacant units.
- Parents of school age children that are now home due to shut down, may be permitted to work from home if necessary.
- Corporate travel is suspended, and all employees must notify the corporate office of any travel and if you have travelled to an affected area and/or have symptoms.

**For the health and safety of our residents and staff we ask that you avoid the leasing office, community common areas, and placing non-emergency maintenance requests.**

Rent payments and maintenance requests can be done online through the resident portal. If you need assistance logging on to your resident portal, please contact the leasing office.

**More information on the coronavirus is available at  
<https://www.cdc.gov/coronavirus>.**

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In the event there is an infection and/or outbreak at your community, the Management team will work with local public health offices and partners and provide updates as needed. If there is a confirmed COVID-19 infection, the property will work in coordination with health officials and biohazard decontamination service providers to sanitize any affected areas and remove contaminated materials. Nelson will address any localized shutdowns on a case-by-case basis

We will continue to monitor the virus and recommendations from both the World Health Organization and the Centers for Disease Control and Prevention and will revise our policy accordingly. **Everyone be safe and God bless America!!!**

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