

A New Path Forward

May 11, 2020

Dear Resident:

I hope this message finds you in good health. For those of you that have contracted the Coronavirus or have lost someone near and dear to you, I extend my heartfelt sympathy. I can only imagine what you have endured. These are certainly trying times for all of us; so I do empathize with you and hold onto hope along-side you.

As we now enter into our third month of staying in place, closure of businesses, and social distancing, we are beginning to see gubernatorial executive orders lifted as various States throughout the country proceed with their plans of re-opening. We will continue to monitor the results of these openings and refer to the data presented in the early stages of re-opening.

First and foremost, the safety, health, and well-being of our Residents is paramount to the decisions that go into re-opening our facilities and amenities. Although the virus affects any age or race, we understand that our 55+ Residents are in a high risk category; so we will take heightened precaution as we move ahead with our re-opening plans.

Re-opening does not mean the virus has subsided. It is still prolific and will continue to be so until a vaccine is created to counteract its effect on the world. By staying at home, we can greatly reduce the spread, so it must be understood and accepted that we will continue to see new cases of infection and more deaths. With that in mind, our plan to re-open the facilities and amenities will be very purposed and conducted in phases with a gradual opening to full capacity. We must do what we can with the information we have at the time to protect the health of our Residents.

After we closed the clubhouses and other buildings, we brought in professional cleaning companies that utilize the CDC recommended cleaning practices to clean and sanitize the interiors of our facilities. On the occasion that staff worked out of the on-site offices, they used only one bathroom and did not enter into other sealed areas of the building. Prior to re-opening, we will most likely conduct another cleaning and sanitation process to ensure the buildings are ready for your return.

There will be more details forthcoming that outline the plan and phases of re-opening. We do not yet have a date set as we will want to continue to review the data presented from various States across the country that have lifted restrictions. To date, reports are coming in that those States are seeing a higher rate of new cases of COVID-19 than when the Stay in Place orders were in place. So much of this is unknown to us and the experts working in disease control throughout the world; which then, in turn, make it difficult for Boards to determine when it is relatively safe to open a portion of our facilities and amenities. Understanding that all of us have cabin fever and want to return to our normal activity and work place, we, again, need to keep the health and well-being of our Residents and staff as our focus in the initial phase of re-opening. We will do our best to balance your desire to participate in Association activity with your safety.

In the interim, I am pleased to relay that AAM was able to deploy 75% of our employees to working at home within 48 hours of the order to Stay in Place went into effect across the country. That means that business continues to be conducted without interruption and we are able to serve our communities as

we have pre-COVID-19. We have been able to hold Committee and Board meetings remotely and will continue to do so. In establishing the Resident Concern Form process, we are able to process your concerns in real time, storing data in the Cloud until we can close the concern. We continue to process architectural submittals. We are able to have a human answer your phone calls. As much as we cannot touch, we remain in touch.

We will be sending out communications as we near re-opening so that you remain informed and prepared. I hope that you are taking measures to be safe and healthy; and we look forward to the day when we can see you in person.

Kind regards,

Shelley Reith
VP of Midwest Division, AAM