



Robson Reserve at PebbleCreek Coronavirus (COVID-19) Statement

Updated March 18, 2020

Robson Reserve at PebbleCreek is deeply committed to making the health and safety of our residents, team members, and guests a high priority. Given the evolving developments and concerns regarding COVID-19 including the Arizona Governor's office issuance of Executive Order 2020-07 - Proactive Measures to Protect Against COVID-19 as well as recommendations from the Maricopa County Health Department and the Center of Disease Control (CDC), we are continuing to evaluate our operations. At this time, the following temporary enhanced protections are in place in effort to reduce the potential exposure to and spread of the virus.

- Effective March 18, 2020 – Non-essential visitors will not be allowed to enter campus. This includes non-essential family visitors, non-essential guests, non-essential contractors, and non-essential team members.
- Essential visitors, who will be allowed to enter campus, include healthcare providers, emergency responders, necessary operational contractors and team members and health agency personnel. Such essential visitors will be checked in and screened for COVID-19 symptoms (fever, cough and shortness of breath). Operational delivery drivers are currently being checked in at the loading dock before entering the building.
- Effective March 18, 2020 – All food and beverage services, including all dining rooms, Hydration station and Coffee in Cafe' will be closed. All food and beverage services for assisted living and independent living residents will be delivered to their rooms by Robson Reserve at PebbleCreek team members.
- Effective March 18, 2020 – All Robson Reserve sponsored and managed activities of any size will be canceled until further notice. This includes movies, games, fitness classes, etc. However, we will be providing in-home, independent activities.
- Effective March 18, 2020 – All non-essential common area rooms will be sanitized, locked, and not available until further notice. This includes the theater, game rooms, activity rooms, multipurpose rooms, etc.
- Effective March 18, 2020 - Please note that we have been informed that the on-site doctor's office within Robson Reserve will have restricted hours, but will continue to see only Robson Reserve residents. Please contact the doctor's office directly for the most current information and appointment availability.
- Effective March 18, 2020- We will not be transporting residents to stores. In the event a resident requires a necessary item, residents are to let the front desk know and the team will make every effort to locate and pick the item up for the resident. Please note that we might not be able to accommodate every request and this will be on a case by case basis determined by management.



- Effective March 13, 2020 12pm: If residents are experiencing COVID-19 symptoms (fever, coughing, shortness of breath), they must remain in their apartment and contact the business office or concierge to notify Robson Reserve at PebbleCreek personnel of these symptoms. Our personnel will assist residents with following proper protocols including making arrangements to see their primary care physician.

These enhanced protections are only temporary. We continue to monitor local, state and federal health agencies to respond quickly and effectively to continue our efforts to mitigate the impact of potential exposure and the spread of COVID-19 and therefore these protections are subject to change at any time and from time to time. Once it is advisable to do so based on our review of evolving recommendations of local, state and federal health agencies, we will return to our normal campus operations.

In addition to these enhanced protections, we ask that residents continue to limit exposure to the public and avoid public outings, shopping, movies, offsite meals, etc. as this could inadvertently lead to exposure to the COVID-19 virus.

Sincerely,

The Robson Reserve at PebbleCreek Team