



March 25, 2020

To: Owners, Guests, Staff of Pend Oreille Shores Resorts

With the concern over the spread of the Coronavirus, Pend Oreille Shores has been staying informed with the latest updates from the CDC and local healthcare agencies and professionals (Panhandle Health District and Bonner County Health). We have also been receiving information from our insurance companies (health, property, and worker's compensation) as well. **We are continuing to monitor the situation almost hourly!**

The Athletic Club and Game Room facilities, of course, remain closed and will remain so throughout Idaho's Stay at Home order for the next 21 days. Obviously, we are not accepting any reservations for gatherings or meetings in our Activities Center and we have cancelled all craft classes as well. Lodging facilities are considered 'essential businesses' so the units will remain open. However, because of all the rescheduling efforts, occupancy has been extremely low (less than 2%).

We are working with all incoming owner/guests to either reschedule their visits or refund their rental deposits as requested if they are not able to travel at this time.

Our housekeeping staff has always been diligent in the cleanliness of the units and all 'often touched' items such as phones and remote controls are always considered. For years, we have also provided each unit with its own cleaners and disinfectants for use as needed (as well as dish detergent (Dawn), laundry soap and dishwashing soap). Our units are individually accessed from the out-side. We have no hallways or elevators; therefore, it isn't difficult to keep an appropriate 'social distance' at the resort!

No employees work in confined spaces and the majority have their own office space so it very easy for them to maintain their social distance.

While we are doing all we can to protect our staff and guests, we do ask that each owner/guest, Club member and employee follow everyday preventative measures to stop the spread of the virus. It is the responsibility of each individual (of all ages) to:

- Stay at home if you are feeling ill or sick
- Avoid close contact with those that are sick
- Wash your hands frequently (after being in public places, after going to the restroom, after sneezing, after blowing your nose, etc.) and for at least 20 seconds.
 - If soap and water are not available, use a hand sanitizer with at least 60% alcohol and rub it thoroughly over fingertips and hands.
- Avoid touching your eyes, nose, and mouth
- Cover your cough or sneeze with a tissue (and then put it immediately in the trash) or with your sleeve (if you are caught without a tissue). Don't cough or sneeze into your hand!
- Clean and disinfect frequently touched objects and surfaces using disinfectant spray or wipes (especially phones, remotes, computer keyboards, faucets, doorknobs, etc.)

Please remember that these measures, if incorporated into everyday life, can help the spread of other viruses and bacteria. More information can be obtained form the CDC's website regarding COVID-19.

Thank you for your patience and calmness as we work together to navigate through this global health issue.