



March 18, 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.

In light of the fact that there have not been any confirmed cases of Coronavirus in North Idaho at this time and we have been and are adhering to all suggested guidelines, our resort plans to remain open in the next few weeks (unless there are drastic changes). **However, because Bonner County has declared a state of emergency, we did close the Athletic Club and Game Room facilities, we are not accepting any reservations for gatherings or meetings in our Activities Center and we are limiting the number of people that can attend any craft classes that may be offered.**

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!

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 from 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.