



## Pinnacle COVID-19 (“Coronavirus”) and Flu Season Update

Pinnacle Community Association Management considers the well-being of both our employee family and our extended Association family to be a top priority. We are fond of saying and practicing, “*Your Home IS Our Business.*” As a locally owned business, the health, wellness and state of our community are integral parts of what we do. The message we share with you below is meant to explain how we are responding to the current state of affairs in our community.

More than any other principle, we will not engage in panic or overreaction in the midst of the current media frenzy that seems to evolve each day. The Pinnacle team’s commitment is to be prudent, prepared and logical in our response to continuing developments.

**Our office will remain open. Our staff will remain working on behalf of your community, and we will continue with “business as usual,” subject to several precautionary measures that are outlined below.**

- 1. We will continue with normal office hours, from 8:30am – 4:30pm, Monday through Friday, subject to any government mandated change.** Our office commons are sanitized throughout the day, and we are keeping with this practice both through our own internal staff and the cleaning service with which we work. This is especially important given our interaction with each other and the public.
- 2. We will continue managing the business of your Association as usual.** This includes communicating with board members, owners and business partners that provide services and products for our Associations. It also includes conducting onsite inspections if/when needed. Because each business partner’s response to the current situation is different and many of them have personnel to consider, **please be patient with response times and follow up.**
- 3. We are regularly monitoring the health of our staff, both in our office and in the field. Our operating principle has always been “if you are not feeling well, please stay home.”** This will not change, and the importance of this principle is being regularly communicated with our team. Along with this, we continue to drill the importance of **regular and thorough handwashing, social distancing and other guidelines provided by the Florida Department of Public Health and the Centers for Disease Control.**
- 4. The same principle above applies to those who visit our office – both clients and business partners alike. If your question, need or request can be communicated by email or phone, please do so.** Nearly 95% of communication with our clients is done in this fashion already. If you have a business need to visit our Sarasota office, please do so. We simply ask that if you are not feeling well or exhibit any symptoms of the current COVID-19 illness, seasonal flu or anything else that is a potential health risk, please think twice before visiting us in person.
- 5. For our board of director owners, we ask that you consider delaying or postponing any regular board meetings you currently have planned.** If there is no pressing business to vote or act upon, please consider canceling any upcoming meetings. If a board meeting is required, please consider conducting it remotely via conference call, Skype or other electronic means. If a board meeting is scheduled and you need to go through with it, please remember:

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all owners still have the right to listen and, at the right time, speak. Furthermore, all meetings, regardless of method, still require proper notice.

This can also apply to postponing or canceling Membership Meetings, but please consider all implications before acting. These include but are not limited to: alternative meeting venues (outdoors vs indoors), meeting type (in person vs conference call), meeting time and date, elections, proxy requirements and notice requirements.

- 6. Also, for our board of director owners: if you have not done so already, please consider the temporary closure of any clubhouse or common facilities (i.e., areas of congregation).** Alternatively, please strongly consider providing sanitation supplies (wipes, spray, hand sanitizer, etc.) for such settings.

Boards should also strongly consider the advice of authorities when it comes to scheduled social gatherings at common facilities and clubhouses.

Owners and business partners should continue to take precautions as advised by federal, state and local governments. Please consult these websites for useful information:

- **The Centers for Disease Control:** <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- **The Florida Department of Public Health:** <http://www.floridahealth.gov/diseases-and-conditions/COVID-19/>

Thank you for your support and understanding,

*Heather Hamilton*

*Jason Hamilton*

*Rick Fathauer*

*Craig Smith*

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