



Pinnacle COVID-19 (“Coronavirus”) and Flu Season Update #2 Sunday March 22, 2020

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. **With this in mind, we have several updates below noted in BLUE with special notes in RED, regarding Pinnacle’s evolving operation with the current COVID-19 situation.**

Our staff will remain working on behalf of your community, and we will continue normal operations, subject to several precautionary measures that are outlined below.

1. **Effective Monday March 23, 2020: Our office will remain open from 830am – 430pm, Monday thru Friday, for staff members only.** This is not an easy decision and we hope our owners, board members and business partners understand that we are acting in the best interests of not only our staff, but of each of you.

This will continue until further notice and will be updated as we receive guidance from the appropriate authorities. PLEASE communicate with us by phone or email. As always, our office number also handles after-hours emergencies via our call service.

2. **Also, effective Monday March 23, 2020: We have asked our staff members to refrain from attending any outside meetings. If an annual meeting is scheduled or a board meeting is required, our Pinnacle CAM will attend via conference call or mutually agreed upon electronic means.**

If a meeting is scheduled and the Board of Directors decides to continue with it, please remember: all owners still have the right to listen and, at the right time, speak. Furthermore, all meetings, regardless of method, still require proper notice.

Our plan is to return to normal in-person meetings and re-open our office to visitors as soon as it is recommended by the appropriate authorities.

3. **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.

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

4. **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 if they will remain open.



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

- 5. We will continue managing the business of your Association.** 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. *All office and any onsite outdoor activities are low risk and comprise 95% of the services Pinnacle provides our Associations, day in and day out.*

*The response to this situation for each business partner that serves our Associations will be different and many of them have staff and families to consider. We ask that you **please be patient with response times and follow up.***

- 6. 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.**

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/>

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.

Thank you for your support and understanding,

Heather Hamilton

Jason Hamilton

Rick Fathauer

Craig Smith