

The health and safety of our residents, employees and vendors are Prospera's top priorities during COVID-19. As restrictions change throughout the State of Texas, COVID-19 cases are increasing in record high numbers. We continue to actively monitor the COVID-19 pandemic by following the latest information provided by the Center for Disease Control and Prevention (CDC) and other governmental authorities to apply necessary operational policies and safety procedures at all of our communities and offices.

Prospera will continue to make every effort to protect our residents and employees by adhering to the following practices recommended by the CDC:

- Require face coverings for all employees, residents, and people 10 years of age and older who visit our offices.
- Practice physical distancing of 6 feet or more between people.
- Make hand sanitizer available for employees and office visitors.
- Require temperature checks for all residents and office visitors. Anyone with a reading of 100.4°F (38°C) or higher will not be admitted to the office.
- Implement contactless rent payment via Rent Café, mail or drop boxes.
- Follow CDC cleaning/disinfecting protocols.
- Continue COVID-19 awareness training for all Prospera employees.

Work Orders

Due to the increasing number of confirmed COVID-19 cases and tests being administered, all Prospera maintenance personnel will only address emergency work orders or work orders that may potentially become emergencies.

As our maintenance staff enters units, we will be wearing Personal Protective Equipment. Prior to accessing your unit, office staff will screen residents by asking pertinent questions related to COVID-19 to ensure your safety as well as our own. Please be prepared to answer as accurately as possible. All other work orders will be logged into system and addressed when permitted and safe to do so.

Resident Services

Resident Service Managers are providing regular telephonic check-ins with residents to assess need, concerns, and to provide an overall wellness check. While much of the onsite programming has been halted, Resident Services Managers will continue to provide information to residents about food bank/pantry distribution days and additional services when applicable. If you are needing basic needs assistance (food, rental, utility), please let your Resident Services Manager know.

Swimming Pools/Fitness Centers

Swimming pools and fitness centers will remain closed to minimize the spread of the virus in our communities.

How can I help prevent the spread of COVID-19?

- Follow CDC's recommendations to preventing the spread of COVID-19. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html>

What should I do if I get sick?

- If you feel sick or have symptoms related to COVID-19, we strongly urge you to follow the CDC recommended precautions and procedures: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

What should I do if I test positive for COVID-19?

- If you have tested positive for COVID-19, we encourage you to follow the advice of your health care professional and the CDC. We ask that residents testing positive refrain from visiting the office in person or using common area amenities to protect all residents and staff.

Thank you for your help in keeping Prospera Communities safe!