



MEMORANDUM

To: All Residents of Solstice Managed Buildings
From: Alex Kalajian, Chief Executive Officer
Date: March 3, 2020
Re: Coronavirus (a/k/a COVID-19)

General Information about novel coronavirus (COVID-19)

This memorandum is to provide you with information about novel coronavirus,¹ the outbreak of which the World Health Organization (“WHO”) has declared to be a “public health emergency.” The outbreak first started in Wuhan, China, but cases have been identified in a growing number of countries worldwide, including the United States, and more specifically, as of this writing, one confirmed case here in NYC.²

While the Centers for Disease Control and Preventions (“CDC”) and the New York City Department of Health (DOH”) have advised that the immediate risk of this new virus in the United States is believed to be low at this time, we can all do our part to help respond to this emerging public health threat, particularly as neighbors living in a multi-family situation.

Since coronavirus is spread from person-to-person contact, the best way to prevent infection is to avoid being exposed to an infected person. Although there is currently no vaccine or specific treatment for coronavirus, CDC recommends a number of everyday preventive measures to prevent the spread of coronavirus,³ including:

¹ A complete situation summary of the Coronavirus can be found on CDC’s website at: www.cdc.gov/coronavirus/2019-nCoV/summary.html

² A complete listing of locations with confirmed coronavirus cases can be found on the CDC website at: www.cdc.gov/coronavirus/2019-ncov/locations-confirmed-cases.html

³ Prevention and Treatment Information from the CDC can be found on the CDC website at: <https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

- Avoid close contact with anyone who is sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Wash hands frequently with soap and warm water for at least 20 seconds, especially after using the rest room, before eating, and after blowing your nose, coughing or sneezing.
- Regularly use hand sanitizer that contains at least 70% alcohol.
- Regularly clean and disinfect frequently touched objects and surfaces.
- Avoid travelling to, or practice enhanced precautions when travelling to, high risk areas identified by the CDC (see www.cdc.gov/travel for current travel health notices).

Generally speaking, the CDC reports that early-stage coronavirus symptoms ⁴ appear to share similarities with a common cold, and range from mild to severe, including:

- Fever
- Cough
- Shortness of breath
- Pain in the muscles
- Tiredness

Given that (i) the incubation period of the coronavirus is currently understood to be between two and fourteen days, and (ii) there are reports that the virus can be transmitted to others even before an infected person displays symptoms, if you feel sick, particularly if you have any early sign of the symptoms above or other respiratory illnesses, you should:

- Consider immediately alert your superintendent and others that you have come in contact with, particularly if you have used any of the building's common amenity spaces.
- Stay home except to seek medical care.
- Seek prompt medical attention if your symptoms worsen.
- Continue to practice good hygiene:
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash;
 - Wash hands frequently with soap and water for at least 20 seconds, especially after blowing your nose, coughing or sneezing; and
 - Regularly use hand sanitizer that contains at least 70% alcohol.
- Clean and disinfect frequently touched objects and surfaces regularly.
- Do not travel while sick.

⁴A full list of symptoms can be found at CDC's website at: <https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>



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Building Operations & Services

We are aware, that a large number of the portfolio of Solstice-managed buildings contain common amenity spaces, including pools, locker rooms, gyms, children's playrooms, theaters, conference centers, and other commonly used elements. We recognize that these amenities spaces are an important and valuable part of your daily activities, which you and your families have become accustomed to using and enjoying as an extension of your homes. For this reason, we are working with your building services employees to do everything we can to minimize any disruption in the use of these amenities' spaces and to defend against, to the maximum extent, the spread of coronavirus.

While there is currently no specific or clear guidance from the CDC or from the New York City Department of Health or the Office of Emergency Management with respect to what measures, if any, that we should be taking to protect against the potential for the spreading of the coronavirus, we have directed your building services employees to undertake the following additional measures:

- If they have not already done so, immediately order and install hand sanitizer stands in all amenity spaces (including in lobbies, in mailrooms, gyms, playrooms, theaters, conference rooms, etc.).
- Because the coronavirus is easily spread by contact, we are requiring an increase in the frequency by which all common and amenity spaces are cleaned and sanitized, paying particular attention to sanitizing door handles, elevator pushbuttons, gym equipment, restrooms, staff locker room, laundry facilities, package rooms, front desk areas (including counters, computer keyboards, telephones, etc.), mailroom areas and playroom toys.⁵
- We have asked your building services employees to be vigilant and to report, to their superintendent, staff supervisor or property manager, anyone exhibiting the symptoms described above, including residents, nannie's, guests, building services employees and/or contractors. We have also instructed building services employees to not make contact with or otherwise interact with individual(s) exhibiting symptoms, but to simply report what they observe on an immediate basis.
- We have also instructed superintendents and staff supervisors to immediately relieve any building services employee(s) or to expel from the building any contractors who are exhibiting any of the symptoms described until further notice.

The foregoing is an interim communication for which updates are expected to be issued as more information from authorities becomes available to us. If you have any questions, or concerns, Solstice's main office number is 212-753-2329. This number is active 24 hours per day, 7 days per week.

⁵ Advice on how to best sanitize toys can be found here: <https://www.clorox.com/how-to/disinfecting-sanitizing/nursery-cleaning/how-to-clean-kids-toys/>



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