



COLLEGE TOWN
COMMUNITIES

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PLEDGE

Being a part of the College Town Communities team means that each of us must take carefully chosen steps to stay well and protect each other, both in the office and in our student community. Accountable individually and together, I pledge to take responsibility for my own health and the protection of our residents' health to help keep our College Town Community safe from the spread of COVID-19.

I PLEDGE TO PROTECT MYSELF

- Monitor for the symptoms of COVID-19 and report to a medical professional if I experience fever of 100.4° F (38° C) or higher, dry cough, difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat or loss of taste or smell
- Wash my hands often with soap and water or use hand sanitizer
- Sanitize my work area on a daily basis
- Require all staff and vendors that enter any building to wear a mask at all times

I PLEDGE TO PROTECT OUR RESIDENTS

- Stay home from work if I feel ill or after exposure to someone who is ill or has tested positive for COVID-19
- Get tested and not return to work until I can provide a negative test result should I have symptoms or be exposed to COVID-19
- Start each day by taking my temperature and reporting it to the Director of Operations
- Wear a mask at ALL times when indoors
- Abide by the CTC Office Safety Plan (Part of our CTC COVID-19 Action Response Plan)
- Maintain appropriate social distancing

I PLEDGE TO PROTECT OUR COMMUNITY

- Aid residents to find testing and help health officials with contact tracing to preserve the wellness of the community
- Constantly monitor community lifestyles and behaviors to eliminate potentially dangerous practices
- Be positive, attentive and helpful to anyone around who may be in need of support

Find our COVID-19 Action Response Plan at [CollegeTownCommunities.com](https://www.CollegeTownCommunities.com)



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OFFICE SAFETY PLAN

College Town Communities Team:

Thank you to all of our Property Managers and Maintenance Technicians for keeping our communities vibrant and safe during this unexpected COVID-19 outbreak. As you all know, many changes have been made in our day-to-day work environment, with more to come as we navigate our way through some of our most dynamic processes of the year: Move-Out, The Turn, and Move-In.

Our primary goal during these uncertain times is to establish the best communication possible between Corporate and on-site staff and residents to collaboratively ensure that everyone feels safe and secure.

Guidelines we are implementing to help keep your workplace safe:

- Offices and adjacent common areas will be cleaned and sanitized often.
- Common area door knobs and handles will be disinfected daily.
- Hand sanitizer dispensers will be available for anyone at all College Town Communities' offices.
- All weekly team meetings or roommate group meetings will take place over video chat rather than in person.
- Maintenance Technicians must always wear gloves and a mask while inside a dwelling unit.
- When performing regular maintenance inside a dwelling unit, our leasing office will give each resident a minimum of 48-hour notice.
- There will be taped lines on the floor in front of all package pick-up areas, in 6-foot intervals, to assist as a visual for best social distancing practices.
- Emergency repairs or work orders will continue to be performed on demand.
- At properties where mail and packages are handled by staff, CTC staff members will disinfect each piece immediately upon receiving it.
- Student Representatives must not work within 10 feet of another CTC employee or resident unless wearing a mask.
- All staff has access to our Employee Assistance Program (EAP) and other mental health resources. Contact HR for more details.

Personal/Individual responsibilities to implement to help keep your workplace safe:

- Go home or do not come to work at all if you feel sick. Notify your Regional Manager immediately upon your departure.

- The following is a list provided by the CDC regarding potential symptoms related to someone having COVID-19. CTC employee should not come to work if they are experiencing any of these symptoms. It is only after that these symptoms have completely gone away that they will be allowed back to work.

Fever or chills	Cough
Shortness of breath or difficulty breathing	Fatigue
Muscle or body aches	Headache
New loss of taste or smell	Sore throat
Congestion or runny nose	Nausea or vomiting
Diarrhea	

- Any employee that has a fever or believes they might have been exposed to COVID-19 must be tested for the virus before returning to work.
- All CTC staff and vendors must wear a mask at all times while in doors.
- All CTC staff will take their temperature before starting each work day and will leave work immediately if you have an elevated temperature, higher than 100.3 F.
- Wash your hands for the recommended 20 seconds once each hour.
- Stay at least 6 feet away from other people when you need to move through your office or property.
- Be considerate of your co-workers regarding all matters of personal hygiene and social distancing. (Remember: we're all in this together.)
- Call, email, message, or video conference as much as possible rather than meeting face to face.
- Be conscious and understanding of your co-workers who may be dealing with child care issues, illness or loss of loved ones, financial insecurity, and other issues.
- As a registered business in the state of Pennsylvania, College Town Communities will be following all restricted state travel guidelines as it relates to taking the necessary quarantine period upon their return to work.

Projected procedures to be rolled out:

- Virtual resident inspection reports completed online by the resident through their resident portal
- Online distribution of move-in materials to reduce person-to-person hand-offs at move-in
- Reduced contact move-in and key pick-up plan
- Promoting online recurring rent payments through each resident's portal to reduce handling of envelopes and checks

Thank you, all, for your dedication and for continuing to provide the most secure and comfortable off-campus housing for our student residents. Our new safety programs will start with all of you and trickle down through everyone in our College Town Communities.

Sincerely,

College Town Communities Corporate Office