



## Updates regarding COVID-19 and Power Ranch Community Association

Below are answers to Frequently Asked Questions regarding the COVID-10 (Coronavirus) and the Power Ranch Community.

### **What is the COVID-19 (Coronavirus)?**

The [Arizona Department of Health Services \(AZDHS\)](#) describes the Coronavirus Disease 2019, or COVID-19, as a new respiratory virus first identified in Wuhan, Hubei Province, China. Coronavirus Disease 2019 (COVID-19) is not the same as the [coronaviruses that commonly circulate among humans](#) and cause mild illness, including coronavirus 229E, NL63, OC43, or HKU1. Patients with COVID-19 will be evaluated and cared for differently than patients with common coronavirus diagnoses.

### **How can I help protect myself from COVID-19 and other respiratory illnesses?**

The [Arizona Department of Health Services \(AZDHS\)](#) encourages all residents to practice social distancing and take [preventative measures](#) to protect themselves from COVID-19 and other respiratory illnesses.

### **Are the Ranch House, Barn, Carriage House, Pavilions and Pools open?**

All Power Ranch amenities are currently open for use. Our indoor amenities are restricted to half capacity at this time. Please reference the Power Ranch Community website for details regarding capacity.

### **Are the playgrounds and parks still open and accessible for resident use?**

All open spaces, trails, walking paths playgrounds, parks and public restrooms will remain open for resident use. We ask all residents to continue to follow the guidelines of the CDC and practice social distancing and wash your hands.

### **How can I contact Management to address association related questions if the offices are closed?**

Should the Power Ranch offices need to close for the health and safety of our residents and staff, the Management Team will continue to work remotely during normal business hours to respond to resident requests, community needs, and inquiries. While the office phone number will remain active and messages will be returned as soon as possible, we ask that inquiries be submitted via [email](#) when able. Regular communications will continue during the closure period, and any updates or changes will be communicated via the Power line e-newsletter to our members. Although our site office is closed, our business operations continue to function normally as our team manages them remotely. Regardless of function, our team members are committed to serving our community.

### **What are the current hours for the Association Management Team?**

The Management Team is available to assist you Monday through Friday from 8:00 AM to 5:00 PM. [Email communication](#), resident engagement, assessment processing, accounts payable, and remote meetings will continue as planned. Additionally, all contracted services and utilities remain operational.

### **Is the Association currently holding any lifestyle activities in person?**

The Association Lifestyle team continues to develop and deliver a variety of community events and classes both in person when social distancing is available and virtual. View a list of all programs and classes on the community calendar at [mypowerranch.com](#). The circumstances surrounding COVID-19 is a fluid situation and as a result, the Association Lifestyle Team continues to work on fun, interactive, virtual programming that can be enjoyed by our residents, while still following the CDCs recommendations of social distancing. Watch our social media pages and the community website for more information.

**Will clubs and classes be offered again soon?**

Our lifestyle team is working with various club and class instructors to offer our residents a variety of programming. We anticipate a variety of kids summer classes to be available shortly and a full program of clubs and classes this fall.

**How do I pay my Association dues while the offices are closed?**

Quarterly Association Dues can be dropped in the PRCA lockbox outside the Carriage House office, paid online or mailed to: PRCA, c/o CCMC, PO BOX 533182, Atlanta, GA 30353-3182. Please [CLICK HERE](#) for more information on your payment options.

**How do I stay informed and receive updates regarding Association news?**

This FAQs page was created as a convenient and centralized place for updates and new information to be posted to keep our residents informed. Residents are encouraged to sign up to receive our weekly Power Line e-newsletter by visiting [THIS LINK](#) and selecting Power Ranch Community News as well as your neighborhood.

**How can I contact the Board of Directors?**

CCMC is the Managing Agent and serves as the liaison between the Board of Directors and Power Ranch homeowners, and is available to assist with time-sensitive requests or matters. The CCMC team is happy to address concerns or forward them to the Board of Directors upon request.

**Is overnight street parking currently being enforced?**

Yes, overnight street parking is currently being enforced. There is no on-street parking within the Power Ranch community between the hours of 10PM – 5AM (excluding designated spots within the Knolls and Village).

Please continue to follow all parking restrictions, including all fire lane restrictions. Should you have guests visiting or need temporary on-street parking pass please contact the office or request a temporary parking hang tag online.

**I need to pick up a new or replacement amenity card. How do I do this if the office is closed?**

To obtain a new or replacement amenity key, please complete the [Amenity Key Card Application](#) available on our [website](#). Your application will be processed and a staff member will reach out with information on pick up/drop off of the card and any required fees.

# CORONAVIRUS (COVID-19) WHEN TO SEEK CARE

Please follow the guidelines below when considering whether or not to seek medical care if you're experiencing symptoms similar to symptoms associated with COVID-19.



## STAY HOME

If you are worried, but well, **please stay home.**

Going to a hospital or doctor's office when well adds a higher number of people and can overwhelm medical staff.



## CALL FOR ADVICE

If you are **sick** and think you have been **exposed** to COVID-19 **call** your health care provider or 1-877-PA-HEALTH to discuss your exposure.



## SEEK CARE

If you are **sick** and feel you have an **emergency**, **call** your health care provider or seek medical care.

Please **call** your provider's office or hospital **before you go**, especially if you're symptomatic.

## HOW CAN I PROTECT MYSELF FROM COVID-19?

### WASH YOUR HANDS!



1 WET HANDS



2 APPLY SOAP



3 SCRUB 20 SECONDS



4 RINSE UNDER WATER



5 DRY WITH CLEAN TOWEL



CLEAN HANDS!