

# Message from the District Manager

Dear Property Owners:

Subject: Coronavirus Update #2

Date: March 20, 2020

Holiday Island Suburban Improvement District (HISID) is closely monitoring the coronavirus (COVID-19) situation and doing our part to prepare for a likely appearance of COVID-19 in Holiday Island. Nothing so far in Holiday Island; however, in recent days we have had two confirmed cases in Northwest Arkansas. These updates are intended to inform you on what HISID is doing, but should not be your only source of information. I encourage you to routinely check the Arkansas Department of Health and CDC webpages for current and factual information. We are using the information on these webpages to aid us in making local decisions.

In Holiday Island, we have a large number of people who are at higher risk of getting very sick from this illness. This includes older adults and people who have serious underlying medical conditions. If you are at higher risk for serious illness because of your age or other health problem, it is extra important for you to take actions to reduce your risk of getting sick. The best way to stay well is to take everyday precautions:

- Avoid close contact with people who are sick.
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching high-touch surfaces in public places.
- Avoid touching your face, nose, eyes, etc.
- Clean and disinfect your home.
- Avoid crowds.

During an outbreak, stay home as much as possible to further reduce your risk of being exposed. The best time to prepare for an outbreak is before it happens. Make sure you are prepared and have enough household items and groceries on hand, so you can stay at home for a period of time. Consider contacting your healthcare provider to ask about obtaining extra necessary medications to have on hand. Don't forget to have over-the-counter medicines to treat fever and other symptoms.

During this time, we know some people need some extra attention. HISID and our local Community Emergency Response Team (CERT) are starting a "call list" of our most vulnerable residents. If you are an older adult, have a serious medical condition, live alone, or just want somebody to periodically check on you, call (479) 253-9700 (Monday through Friday; 8am – 4:30pm) and ask to be placed on the call list. One of our CERT volunteers will call you every few days just to check and see how you are doing.

We know we have residents who have already been laid off from work, working reduced hours, or forced to stay home with the kids due to schools being closed. We also know the financial hardship this causes families. Starting this billing cycle, we are halting the disconnection of water utility services for the next three months (April, May and June). We want to encourage people to continue making utility payments to the best of their ability; however, if your financial situation is such that you can't pay your full water bill, we will do our best to arrange a payment plan based upon your individual situation. To avoid any late fees or penalties, you must contact the District Office (479-253-9700) prior to the bill's due date and workout a payment plan.

We also know many of you are already trying to limit your exposure. In an effort to offer a service to assist Holiday Island residents, the golf course restaurant will begin serving "To Go" meals and a delivery service with an introductory 30% discount for Holiday Island residents. The delivery service will extend to all of Holiday Island with no extra charge. Call (479) 253-9511 to make an order or for more information. The menu and hours of operation will be updated and published in the Holiday Island Happenings Newsletter.

Last week, I put into place temporary restrictions limiting access to the indoor areas of HISID facilities. These precautions will continue unchanged for another week then will be reevaluated and modified as needed. I will reevaluate our precautionary measures on a weekly basis. These measures include:

- All indoor HISID rental facilities and meeting rooms will be closed for group meetings and activities. Clubs and organizations are encouraged to rethink having group gatherings until we know more about this virus.
- The HISID District Office will be open; however, we are limiting access to the building. Utility and assessment payments can be made by mail, using the drop box, or calling the office with a credit card. During this time, we are waiving all credit card convenience fees.
- The Recreation Center, Pro Shop, restaurant, and golf courses will be open for business; however again, we are limiting access to the indoor areas. Outdoor activity areas remain open. The restaurant will take “to-go” or home delivery orders only. The golf courses will be open for play as usual by calling the Pro Shop (479-253-9511) or Recreation Center (479-253-9890) and checking-in or by paying your greens fee over the phone.

All essential HISID services such as fire, EMS, water, sewer and roads will continue uninterrupted. These precautionary measures are only temporary. We will get through this stressful time together.

Sincerely,

***Lawrence Blood***

District Manager

(479) 253-9700