

YOUNION[®]
@RENO

YOUR COVID-19 GUIDEBOOK



reno.younion.com

Information from the CDC (www.cdc.gov) as of July 31, 2020

THINGS ARE A LITTLE DIFFERENT RIGHT NOW. BUT WE ARE HERE FOR YOU.

July 31, 2020

On behalf of building ownership and our property management staff, we want to welcome you to YOUnion@Reno Student Living community. At YOUnion@Reno, we are committed to supporting your educational endeavors while also protecting the health and safety of all members of our community to minimize the potential spread of the COVID-19 disease.

The purpose of this guidebook is to support you and your peers through these difficult circumstances by helping you be informed and prepared to deal with COVID-19. However, we need YOUR help to follow these safety guidelines and best practices. Please communicate to building management if you need help or become symptomatic.

TIME TO TALK STRAIGHT. This COVID-19 virus is no joke. No age cohort is immune to its effects. Each and every one of us needs to do our part to protect ourselves, our friends, and our neighbors until a vaccine and therapeutics become available.

A committee of YOUnion@Reno student residents is being formed in partnership with on-site management to help update you, our residents, with any new COVID-19 information and to reinforce these Guidelines. If you have interest in joining this group, please contact building management.

Best wishes for a successful academic year. Please keep this COVID-19 Guidebook in a convenient place and feel free to share this with friends.

Regards,

John Strockis
Chief Investment Officer
SmartStop Asset Management

Abby Jarvela
Regional Supervisor
Asset Living

YOUR COVID-19 GUIDEBOOK

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The Lo-Down On Covid-19

The coronavirus disease 2019 (COVID-19, or the severe acute respiratory syndrome coronavirus 2) is a new coronavirus that began to spread worldwide in 2019. Other coronaviruses have had outbreaks in the past, but not as much as COVID-19. The World Health Organization declared COVID-19 a pandemic in March 2020. This virus affects different people in different ways.

OVER 3.5 MILLION CONFIRMED CASES IN THE UNITED STATES...

OVER 14.5 MILLION CONFIRMED CASES GLOBALLY.

SYMPTOMS

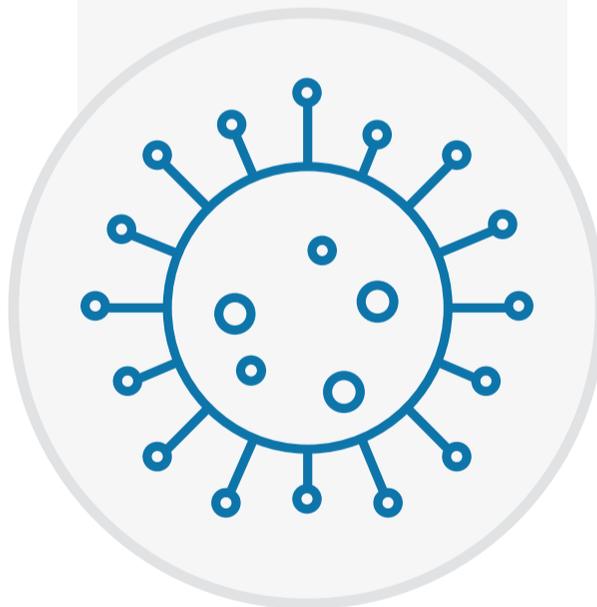
APPEAR 2-14 DAYS AFTER EXPOSURE, BUT YOU CAN BE CONTAGIOUS BEFORE DEVELOPING SYMPTOMS.

SYMPTOMS INCLUDE:

- Fever
- Headache
- Congestion/Runny Nose
- Loss of Taste or Smell
- Shortness of Breath
- Fatigue
- Sore Throat/Cough
- Muscle Pain
- Nausea/Vomiting
- Diarrhea

CARRIERS

MAY BE ASYMPTOMATIC AND HAVE COVID-19 WITHOUT KNOWING IT.



TRANSMISSION

IS NOT PREDICTABLE. THE VIRUS CAN LIVE ON SURFACES FOR SEVERAL HOURS OR DAYS.



When Someone Infected...

- Talks
- Sneezes
- Coughs

...Respiratory Droplets Release into the air can land on people within 6 feet.

WHILE OLDER PEOPLE ARE AT GREATER RISK OF SEVERE ILLNESS, ANYONE CAN BE SERIOUSLY AFFECTED.

There is currently no proven vaccine or therapeutic treatment for COVID-19. While many research studies are underway, the best thing we can all do is take preventative measures to flatten the curve and slow the spread of the virus.

How To Protect Yourself & Others

WEAR A FACE MASK

It's a two-way street. Anyone may unknowingly have the virus, and masks are proven to slow the spread.



Wash your hands with soap & water for at least 20 seconds, otherwise use name brand hand sanitizer with at least 60% alcohol.



Don't touch your face. The average person touches their face 23 times per hour.



Cover your coughs and sneezes. Use your elbow or a tissue.



Feeling sick? Stay home & reach out to get medical guidance.

MENTAL HEALTH

Stay kind to your mind. Living through a pandemic can be stressful, so use these tips to care for yourself.

PERSONAL MASK USE



- Tuck Behind Ears
- Cover Nose & Mouth
- Keep Snug Along Cheeks
- Secure Under Chin

SELF HYGIENE

Don't underestimate the power of hygiene. Play your part and minimize any potential contact with the virus.

keep up with COVID-19 updates

find ways to relax (exercise, hobbies, etc.)

be social, but virtually

maintain a routine

avoid alcohol & drugs

confide in someone you trust

EMERGENCY CONTACT INFO GET IMMEDIATE HELP IN A CRISIS

In case of emergency: 911
Disaster Distress Helpline: 800-985-5990
National Suicide Prevention Lifeline: 800-273-TALK
University Health Services Hotline: 775-784-6598

How To Protect Yourself & Others

IN YOUR APARTMENT

Protect your home turf. Little things can make the biggest difference in keeping you and your roommate(s) healthy.



Limit trips outside your apartment to lower your risk of exposure.



Stock up on cleaning supplies to keep surfaces clean (countertops, phones, bathrooms, door handles, remote controls, light switches, etc.)



Avoid having visitors inside your apartment. You or your visitor could be unknowingly infected.

SOCIALIZING

Visiting others' apartments puts you and them at risk of infection, so it's safest to stick to virtual hangouts. Here's how you can socialize in our new normal:



Online Games



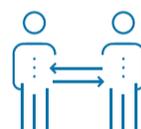
Video Chatting

AT YOUNION

**DO YOUR PART.
STAY 6 FEET APART.**

THE BUILDING

Let's work together to keep our YOUNION community safe and healthy. Here's what you can do:



In common spaces, keep a distance of at least 6 feet from those you don't live with.



Wear a mask at all times outside of your living space.



Use the prevention supplies provided in common areas (sanitizers, tissues, etc.)



Before entering a common area or using an amenity, screen for any symptoms and wash your hands.



Be prepared to clean equipment, furniture, or high-touch surfaces before and after use.

YOUR YOUNION TASK FORCE

KAIYA GOODE

775-502-1501

kaiya.goode@assetliving.com

DEBORAH HAZELTON | COMMUNITY MANAGER

775-502-1501

deborah.hazelton@assetliving.com

A task force consisting of YOUNION student residents, one parent and representatives from our property management firm, Asset Living, will meet monthly to assess the current COVID-19 activity, share this information back to YOUNION residents and reinforce COVID-19 protection best practices.

What We're Doing For Your Safety

AT YOUNION

1

PERSONAL PROTECTION

Personal protective equipment (PPE), including face masks, and disinfecting cleaning supplies will be available to you in any open common areas.

2

COMMON AREA AMENITIES*

Areas including but not limited to the exercise facility, study rooms, pool and courtyards will be open based on local guidelines. If open, these areas will be routinely cleaned and follow any social distancing guidelines. You will be kept up to date on amenities' current status.

**We can't guarantee that these areas or people in them will be virus-free. Be mindful of the risk you're taking when you enter.*

YOUR HEALTH & WELL BEING

EMPLOYEE HEALTH

Depending on the current phase of reopening for our county, our staff will follow comprehensive guidelines to protect their health and yours. This may include the use of face masks, gloves, temperature screenings, and social distancing.

MAINTENANCE REQUESTS

We will communicate with you directly about when we can respond to your requests. Before we enter your apartment, you and your roommates will be screened with a few questions, as well as our employees to protect everyone's health.

**ARE OUR
TOP PRIORITY.**

COMMUNICATION

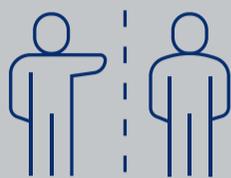
reno@younion.com

775-502-1501

We will make sure you are kept up to date on the current state of our building. We want to keep an open line of communication between you and our office so please don't hesitate to reach out to us via email or phone.

What To Do If You Feel Sick Or Think You've Been Exposed

KEEP YOUR DISTANCE



First thing's first -- stay home and away from others, including any roommate(s), if you are experiencing any symptoms or believe you've been exposed. See page 4 for a list of common symptoms of COVID-19. Call your medical provider so they can help you assess how you're feeling.

STAY HOME

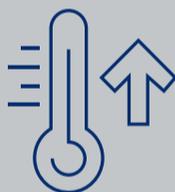
SEEK IMMEDIATE MEDICAL ATTENTION...



If you are experiencing trouble breathing, persistent pain or pressure in your chest, new confusion, excessive sleepiness, bluish lips or face, or any other severe symptoms, immediately get help from your medical provider or call 911.

SEEK HELP

STAY SELF-AWARE



Continue to follow instructions from your medical provider as you monitor yourself for COVID-19 symptoms. You should also follow social distancing and personal hygiene guidelines outlined on pages 7 and 8 of this guidebook.

MONITOR

CONTACT YOUR ON-SITE PROPERTY MANAGER



If you have symptoms or have tested positive for COVID-19, we strongly advise you to contact your on-site property management office immediately. Our on-site management team will abide by all privacy laws. It is important that our property management team have the knowledge of any affected YOUNION resident so it can be determined if further communication should be delivered to the community.

On-Site Property Management Office: 775-502-1501

CONTACT US

RECOVERING FROM THE VIRUS



- If you've had the virus, you can come out of self-isolation:
- At least **10** days since symptoms first appeared
 - At least **24** hours with no fever without medication
 - If symptoms have improved

Get tested to confirm you are not infected.

NEXT STEPS

University, County & State COVID-19 Resources



University of Nevada, Reno

Continue to check the central COVID-19 university website for updates on how UNR-Reno is navigating the upcoming year:

<https://www.unr.edu/coronavirus>

University Health Services

The University Health Services is available for assessment and telehealth options.

775-784-6598 | 1664 North Virginia Street Reno, NV 89557



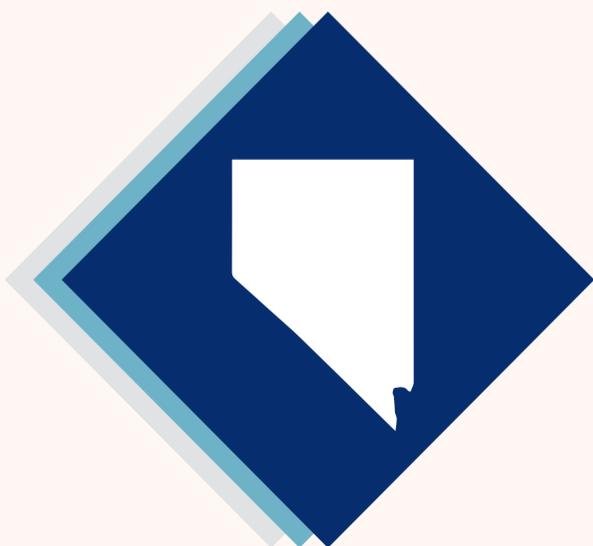
Washoe County

Stay informed and connected with your county via online:

<https://covid19washoe.com>

Twitter: @Covid19Washoe

Facebook: @washoecounty



State of Nevada

Statewide COVID-19 information, updates, and resources can be found on these platforms:

<https://nvhealthresponse.nv.gov>

COVID-19 Hotline: 800-860-0620 or dial 211

Twitter: @NVHealthRespon1

Facebook: @NVHealthResponse

Q & A | Emergency Contact Info

QUESTIONS

ANSWERS

I thought COVID-19 was just like the flu. Is everyone overreacting?

Sure, they're both viral infections, but COVID-19 and the possibilities of its effects are entirely new to us. It's also quickly spreading around the world while researchers work to develop treatments and vaccines. We need to work together to stop the spread and flatten the curve so that our health care systems don't get overwhelmed by cases.

Can I use the gym, study rooms, and other common areas during the pandemic?

Your use of common area amenities depends on the current phase of reopening of the county we're in. We will let you know which amenities you can use and under what guidelines. We can't guarantee these areas will be COVID-19 free, so take precautions.

Are young people like me less likely to be strongly affected by COVID-19?

While older people are more likely to develop severe illness from the virus, young people aren't guaranteed mild cases of the virus. Researchers are working hard to understand the virus so the best thing we can do right now is follow social distancing and personal hygiene guidelines to protect ourselves and others.

I'm having an emergency. What do I do?

Call **911** if you are in immediate danger or have a medical emergency.

If you are having an apartment-related emergency, please call our office at **775-502-1501**

I'm really anxious about COVID-19. What is YOUNION doing to protect us?

We understand that this is a stressful time, and we are doing the best we can to adjust to these circumstances. We are implementing numerous measures to prevent the spread of the virus at YOUNION which you will find on page 7 of this guidebook. If you have any questions, please reach out to our office and we will be happy to address any concerns.

EMERGENCY CONTACT INFO
GET IMMEDIATE HELP IN A CRISIS

In case of emergency: 911
Disaster Distress Helpline: 800-985-5990
National Suicide Prevention Lifeline: 800-273-TALK
University Health Services Hotline: 775-784-6598

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