



Outdoor Resorts
Orlando, Florida

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Clermont, Florida 34714

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June 14, 2020

Hello Owners:

For the past weeks, management and the Board of Directors have been working on a responsible plan with procedures to continue the reopening process at ORO as Phase 2. This process has included monitoring of the virus activity in the four (4) counties that affects us at ORO. This has not been a simple process and caution has been needed to maintain safety as our priority. We are hoping there will be no damage or removal of the signs and sanitizing items that will be stationed at the amenities. We are asking the owners and their guests to be responsible in following the procedures posted. This is critical to make our plan work!

Moving ahead we will be implementing the following on **Tuesday, June 16, 2020:**

Big Pool/Small Pool: Hours 10:00am-8:00pm with 50% capacity at each pool

1. Big Pool 50% capacity is 30 people. Small Pool 50% capacity is 15 people. These numbers include people in the pool **and** sunning themselves. Please take into consideration those who would, also, like to enjoy the pool and limit your time of use if people are waiting. (e.g. "first in, first out")
2. No limit on swim time, as long as the capacity is not exceeded.
3. Pool chairs will be available. There will be two (2) marked areas for chairs at each pool. One area with a **sanitized chair** and one area for your **unsanitized chair**. (Just like the supermarkets are doing with carts.) **Please return your used chairs to the unsanitized return area.**
4. Tables and umbrellas will be positioned throughout the pool decks. There will be marked cleaning kits available at the **sanitization stations** at each pool for YOU to sanitize the tabletop when YOU are done using the table. **Please return the kit to its proper location after each use.**
5. The big pool entrance by the mailroom is closed while the maintenance crew is working on the stair and wall project. The entrance near the walking bridge will be locked. Sanitizing stations will be located by the pool entrance. Rest Rooms at the pools will be open during pool hours (no showers) and they will be sanitized throughout the day.

When accessing the pool areas, you need to do the following:

- A. Enter the big pool area from the stairway underneath the balcony. Exit the pool area by the gate facing the beach. The restroom exit will be marked with a sign.

Enter the small pool area by the Men's side restroom walkway and exit by the Women's side walkway.

By phase 2 guidelines we need to adhere to the 50% capacity. Please maintain social distancing. If you see others waiting to get in and you have been there awhile, please bring your chair to the return area and exit the pool area.

- B. Sanitize your hands with the provided sanitizer when entering or leaving the pool area.
 - C. We are counting on YOU to maintain 50% capacity, and social distancing. **Thank you for your help!** Our intent is that if these procedures are followed, we will not need to use sign-up sheets.
6. Enjoy the Sun and your Swim!

ORO Office will be open from 10:00am-2:00pm June 16th to 19th, regular hours resume June 22, 2020

1. Entry will be made from the boulevard side of the driveway.
2. Exit will be out the Bardell side door.
3. Currently, we are asking that only 2 people enter the Office at a time. To practice social distancing guidelines, maintain 6 feet between one another, the floors will be marked.
4. Please call the Office at 863-424-1407, to confirm it is not a busy time with a wait. Thank you.
5. Once you enter, there will be sanitizer at the counter on the right. Please utilize this to **clean your hands** and be sure you are **wearing your mask**. Proceed to the counter to conduct your business when it is your turn.
6. **Transponders will be issued by appointment. Call the office 863-424-1407 to schedule your appointment beginning Monday June 15th after 1:00pm, ask for Chelsea**
7. The office has been reconfigured and personnel duties have been restructured. Join us in welcoming Chelsea Lowder to ORO as our customer service representative.
8. The finance office has also been restructured. Join us in welcoming Cheryl Vincent to the ORO staff as our full-time accountant with 30 years of financial experience.

Tennis/Pickleball will open 7:00am-9:45pm

1. A **sanitization station** will be available for **YOU to wipe down the chair you use** and the gate latch.
2. By Phase 2 guidelines we need to justify the capacity and maintain 6-foot social distancing. The fence will be marked with red tape for chair positioning.

3. **Road gate will be open as the only entry.** The gate facing the pool is locked.

Shuffleboard/Horseshoes/MiniGolf will be open

1. A **sanitization station** will be available by the shuffleboard entrance.

Laundromat will be open

1. A **sanitization station** will be available.
2. Homeowners will be asked to **please spray and wipe down** all areas they have touched.

We will be using our personnel and they will be roaming between the big pool/restrooms, small pool/restrooms, and the laundromat. They will sanitize the pool chairs in the return area and restrooms, as needed. This will be occurring daily between 12:00pm to 8:00pm.

We thank everyone for their patience during this time and we appreciate your help in making this a positive, successful step forward for everyone at ORO.

We are working on the plans for ORO Phase 3, which with the success of Phase 2, we are hoping to implement by early July. Be assured, we continue to represent ORO with safety as our first priority and to date are pleased to say we have been successful.

Stay safe ORO owners, wherever your home is during these times,

Park Manager, Janna Laine
ORO Board of Directors