

CLEMSON LIVING

OFF CAMPUS STUDENT LIVING - CLEMSON, SC

Your safety and good health in our communities is the top priority of all of us at Clemson Living. We want to continue to provide exceptional service to you during this time of uncertainty, and we are taking the following steps to support both individual and public health:

- **Additional sanitation measures:** Our team is continuing daily walks to monitor community upkeep. We have also worked with our groundskeepers to increase their scope and focus special attention on high-touch areas – such as door handles, sink faucets, light switches, mailboxes and more.
- **Office Hours:** We are on-site and ready to meet your needs. However, our office is closed to all residents and visitors at this time. For questions or concerns, please reach out to us via phone, email, or text message. Our team will respond as quickly as possible and we are confident that we can still provide the highest possible service.
- **Package Deliveries:** In an effort to minimize face-to-face contact, we are now offering scheduled package deliveries to your front door. We will continue to notify you via text message when something arrives for you, and you have the option to either pick up your package outside the Orchard Clemson clubhouse during office hours or contact us to arrange a time when we can deliver the package to your front door. Our goal is to have as many non-contact transfers as possible.
- **Maintenance:** Maintenance requests will continue to be handled promptly. However, if someone in your unit is experiencing flu-like symptoms or suspects they may have been exposed to the virus, we would ask that you inform us when submitting your maintenance request so that we can make our maintenance technicians aware and take additional precautions for the safety of our maintenance technicians.
- **Amenities:** Pickens County has started to re-open access to community pools under certain conditions. In compliance with those conditions and with consideration for social distancing guidelines, the Estate and Orchard Clemson pools are now open to Clemson Living residents as of May 23rd.

We know it has been said, but it does not hurt to repeat: Please make sure to wash your hands thoroughly. Spend a minimum of 20 seconds cleaning your hands under hot water with soap. Wash them often, and don't forget the backs of your hands, in between fingers, and wrists.

Be conscious of all surfaces, in particular touching one's face after coming in contact with a surface that has not been properly disinfected with cleaning solution.

It is recommended to clean and disinfect your home at least once a day. Focus special attention on high-touch areas (such as doorknobs, remote controls, and light switches), horizontal surfaces (such as countertops, kitchen tables, and desktops), and your mobile phone!

When using a disinfectant, first make sure to clean any visible dirt off of the surface. Then, wipe the surface with disinfectant and *leave the surface wet with disinfectant* for as many minutes as the product instructions require. This is a vital step that people often miss!

[Please click here for detailed cleaning and disinfection recommendations from the CDC.](#)

The CDC also says social distancing is one of the best ways to avoid being exposed to COVID-19. Stay at least 6 feet away from other people whenever possible, and do not gather in groups of three or more. We implore you to avoid putting yourself in a position where your health could be at risk.

Finally, if you are sick, please stay home. We respectfully request that you refrain from spending time in shared spaces if you are experiencing flu-like symptoms.

If anyone suspects they may have been exposed to the virus or is experiencing the following symptoms they should self-quarantine:

- Fever of more than 100.5 degrees Fahrenheit
- New or worsening cough
- Shortness of breath or difficulty breathing
- Close contact (6 feet or less) for a duration of 15 minutes or more with someone diagnosed with COVID-19

Please inform us and contact your healthcare provider regarding possible exposure to COVID-19.

Thank you for doing your part to keep your community safe and healthy. From all of us at Clemson Living, we appreciate your cooperation. We will continue to provide updates as they happen, and please feel free to reach out to us with any questions.

Useful links for staying up to date on information from Clemson University and DHEC:

- <https://www.clemson.edu/coronavirus/index.html>
- <https://www.scdhec.gov/infectious-diseases/viruses/coronavirus-disease-2019-covid-19>

Sincerely,

Your Clemson Living Team