

Dear re-opening advisory group,

Thank you for your leadership during these challenging and unsettling times for our nation. We know, first hand, that many difficult decisions have been made to protect the health, safety, and well-being of your constituents. While it's been trying, we believe these precautions have saved lives.

At Sun RV Resorts, we are making cautious decisions with the same thoughtfulness and care. Our core operating philosophy is to manage using the Golden Rule – ***“Treat others as you want to be treated.”*** This is as important now as it has been for the past 20 years. Our residents and guests are a priority and in this case, we are reminded that we are in this TOGETHER.

As a proud campground owner/operator, we are honored to provide a place guests can enjoy a campfire, ride a bike, bird watch, take a stroll, or just simply enjoy the great outdoors. The very nature of camping inherently promotes social distancing while providing an option for much needed recreation. We are hopeful that you will take this into consideration while you are evaluating future actions.

We also understand that campgrounds may not be top of mind for you right now. To help, we would like to offer the following points:

- Different from hotels, our RV campsites are self-contained offering plenty of space to allow guests to be outside while maintaining social distancing protocols.
- The vast majority of our guests live within 2 hours traveling in their own vehicles to our campground. These are truly places for people to escape, without negotiating large crowds, and to enjoy the outdoors.
- We have put in place a comprehensive plan to protect our team members and guests including temperature readings at check-in, safety kits for each guest with masks and hand sanitizer, enhanced cleaning procedures for common areas and vacation rentals, signage throughout the property promoting social distancing, and proactive contact tracing measures. A full version of our reopening plan is included for reference.

We believe that fresh air and the great outdoors will be vital ingredients to the healing process for America. It is our hope that you will consider this as you continue to plan for a phased re-opening. We appreciate all you've done to date and look forward to opening a safe getaway.

Sincerely,

Chelsey Schreiber



Senior Resort Manager  
Jellystone Park of Western New York

# Sun Shines Again

Plan and guidelines for re-opening Sun

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# *Phased Re-Opening Plan*

Team Members Guidelines

Our primary objective is to open our properties/amenities as ***safely*** AND as ***quickly*** as possible.

# Guidelines for All Phases

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- **Continue to practice good hygiene.**
  - Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
  - Avoid touching your face.
  - Sneeze or cough into a tissue, or the inside of your elbow.
  - Disinfect frequently used items and surfaces as much as possible.
  - Strongly consider using face coverings while in public, and particularly when using mass transit.
- **People who feel sick should stay home.**
  - Contact and follow the advice of your medical provider.
- **Continue to adhere to social distancing recommendations.**
- **Continue to adhere to State and local guidance as well as CDC guidance.**



WASH HANDS  
REGULARLY WITH  
WATER &  
SOAP/SANITIZER  
FOR AT LEAST 20  
SECONDS PER  
WASH



AVOID CONTACT  
WITH SICK  
PEOPLE



DON'T TOUCH  
EYES, NOSE, OR  
MOUTH WITH  
UNWASHED  
HANDS



CLEAN &  
DISINFECT  
FREQUENTLY  
TOUCHED  
OBJECTS &  
SURFACES WITH  
CLEANING  
SPRAYS OR WIPES



STAY AT HOME IF  
YOU ARE ILL

# Phased Approach to Opening

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## Key Elements

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|---|---|---|
| <ul style="list-style-type: none"><li>– Secure PPE and cleaning supplies</li><li>– Secure and place signs and social distancing markers</li><li>– Establish team member phasing plan and call back initial team members</li><li>– Prepare property amenities</li><li>– Essential CAPEX only</li><li>– Secure proper sign-offs to move to Phase 1</li><li>– Send resident/guest communication informing of plan and date</li></ul> | <ul style="list-style-type: none"><li>– Open Phase 1 amenities</li><li>– Send resident/guest communication informing of Phase 1 opening</li><li>– Begin temperature readings for team members (All) and guests (RV only)</li><li>– Adhere to PPE and cleaning guidelines</li><li>– Essential CAPEX only</li><li>– Remove phone forwarding</li></ul> | <ul style="list-style-type: none"><li>– Open Phase 2 amenities</li><li>– Send resident/guest communication informing of Phase 2 opening</li><li>– Essential CAPEX only – will be reevaluated</li><li>– Less restrictive PPE and cleaning guidelines (to be evaluated in future)</li></ul> |
|---|---|---|

*Amenity detail by phase on the following pages*

# Amenities by Phase (1 of 2)

<b>Closed</b>	= No use permitted
<b>Restrictions</b>	= Open with limitations to promote social distancing
<b>Open</b>	= Fully operational, no restrictions

Amenity	Phase Zero Prepare	Phase One Restricted OPS	Phase Two Full OPS
Clubhouse	<b>Closed</b>	<b>Closed</b> Restricted access to bathrooms and office allowed	<b>Open</b> Social distancing signs, floor decals, wipe dispensers, furniture should be aligned to reduced capacity
Comfort Stations	<b>Closed</b>	<b>Restrictions</b> Social distancing signs, floor decals, wipe dispensers, will be kept to 50% capacity (relative to number of toilets, showers, sinks); thorough cleaning to occur every 2 hours	<b>Open</b> Social distancing signs
Laundry Facilities	<b>Closed</b>	<b>Restrictions</b> Social distancing signs, floor decals, wipe dispensers, all furniture will be removed, the on-site team will ensure that no more than two people are doing laundry at once, thorough cleaning to occur twice daily	<b>Open</b> Social distancing signs
Office	<b>Restrictions</b> Locked by appointment only	<b>Restrictions</b> Social distancing signs, floor decals, wipe dispensers social distancing must be maintained Flexible work arrangements - work remote OK Sales by appointment only with social distancing where states allow	<b>Open</b> Social distancing signs
Pool	<b>Closed</b>	<b>Restrictions</b> 50% furniture, social distancing signs	<b>Open</b> Social distancing signs
Water Parks	<b>Closed</b>	<b>Closed</b> Specific plan in process	<b>Open</b> Social distancing signs
Restaurant	<b>Closed</b>	<b>Restrictions</b> Closed or take out/delivery only	<b>Open</b> Social distancing signs
Bars	<b>Closed</b>	<b>Restrictions</b> Closed or take out/delivery only	<b>Open</b> Social distancing signs
Stores	<b>Closed</b>	<b>Restrictions</b> Closed or take out/delivery only. Essential items only.	<b>Open</b> Social distancing signs
Dog Parks	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Gas Stations	<b>Closed</b>	<b>Restrictions</b> Social distancing signs, floor decals, san dispensers. 6 ft. social distancing must be maintained inside store and queuing lines. Plexiglass at one check out station; cc only, clerk will wipe down cc machine each time.	<b>Open</b> social distancing signs

# Amenities by Phase (2 of 2)

<b>Closed</b>	= No use permitted
<b>Restrictions</b>	= Open with limitations to promote social distancing
<b>Open</b>	= Fully operational, no restrictions

Amenity	Phase Zero Prepare	Phase One Restricted OPS	Phase Two Full OPS
Outdoor Pavilions	<b>Closed</b>	<b>Open</b> Social distancing signs, no more than 10 people at a time, 50% furniture	<b>Open</b> Social distancing signs
Tennis	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Pickle Ball	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Basketball	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Playgrounds/ Jump Pillows	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Golf Course	<b>Closed</b>	<b>Restrictions</b> Social distancing signs, 1 person per cart	<b>Open</b> Social distancing signs
Pro Shop	<b>Closed</b>	<b>Restrictions</b> Social distancing signs, floor decals, wipe dispensers, no events	<b>Open</b> Social distancing signs
Mini Golf	<b>Closed</b>	<b>Open</b> Social distancing signs, proper cleaning procedures in place after each use	<b>Open</b> Social distancing signs
Shuffleboard / Bocce	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Marinas	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Docks	<b>Closed</b>	<b>Open</b> Social distancing signs	<b>Open</b> Social distancing signs
Laser Tag Course	<b>Closed</b>	<b>Open</b> Social distancing signs, proper cleaning procedures in place after each use	<b>Open</b> Social distancing signs
Fitness Center	<b>Closed</b>	<b>Closed</b>	<b>Open</b> Social distancing signs
Ropes Course	<b>Closed</b>	<b>Closed</b>	<b>Open</b> Social distancing signs
Arcade	<b>Closed</b>	<b>Closed</b>	<b>Open</b> Social distancing signs

# Gating criteria and control to move to Phase One

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1. **Signage** must be installed throughout the property
2. 30-day supply of **personal protective equipment (PPE)** on hand
3. 30-day supply of **cleaning materials** on hand
4. **State and/or local jurisdiction** must ok to open
5. **Contact tracing protocol** remains in place through Benefits reporting

**CM and  
RVP  
Sign Off**

Note: Sun requirements are the minimum. In the event state requirements are additive, we will adopt state requirements. If state restrictions are less, we will still adopt Sun requirements.

**DVP Sign Off**

**SVP Sign Off**

**EVP Sign Off**

# Reopening Phase Request Form/Tracking



## Community/Resort Operations Reopening Phase Update Form

### Welcome,

Before proceeding with a request to advance your property to the next reopening phase, please review the following information.

- **Signage** must be installed throughout the property
- 30-day supply of **personal protective equipment (PPE)** on hand
- 30-day supply of **cleaning materials** on hand
- **State and/or local jurisdiction** must ok to open
- **Contact tracing protocol** remains in place through Benefits reporting

Note: Sun requirements are the minimum. In the event state requirements are additive, we will adopt state requirements. If state restrictions are less, we will still adopt Sun requirements.

Continue



## Community/Resort COVID-19 Operational Status Change Request Form

Requestor Name

Requestor Email

Community/Resort

Phase

Phase 1  Effective Date

Has all required signage been installed as instructed [here](#)? \*

Do you have a minimum 30-day supply of required PPE? \*

Do you have a minimum 30-day supply of cleaning supplies? \*

Please briefly describe your on-hand cleaning supplies and why you believe they will last for at least 30 days. \*

Government Order Supporting this Change

Additional Notes/Comments

Submit for Approval

Request Form

# Signage Examples



## CORONAVIRUS (COVID-19) GUEST GUIDANCE

*Please be mindful of the following precautions to help keep our residents, guests, & team members safe & healthy.*



- Individuals with a fever, cough, sore throat, or other flu-like symptoms are not permitted to visit unless they are under medical care and have confirmed they are not infected with COVID-19.
- Individuals who have traveled to a high-risk area for COVID-19 or had contact with a person known to be infected are not permitted to visit.



- As a healthy guest, please follow these recommendations:
  - Wash your hands with soap and water or alcohol-based hand sanitizer frequently.
  - Wear a mask or cover your sneeze with your elbow or a tissue.
  - Practice social distancing by maintaining 6 feet of distance from others.

**We appreciate your understanding and cooperation.**

For more information, please visit [www.sunrvresorts.com](http://www.sunrvresorts.com) or [www.cdc.gov](http://www.cdc.gov).

*Help Us*  
**STOP GERMS**

**REMEMBER TO WASH YOUR HANDS  
WITH SOAP & WATER FOR 20 SECONDS**



## PLEASE PRACTICE SOCIAL DISTANCING

TO HELP PREVENT THE SPREAD OF CORONAVIRUS



## WHILE ENJOYING THE OUTDOORS

Please be aware of  
your surroundings and  
maintain 6 feet of  
distance between  
yourself and others.





## CORONAVIRUS (COVID-19) RESIDENT & GUEST GUIDANCE

Please be mindful of the following precautions to help keep our residents, guests, & team members safe & healthy.



- Individuals with a fever, cough, sore throat, or other flu-like symptoms are not permitted to visit unless they are under medical care and have confirmed they are not infected with COVID-19.
- Individuals who have traveled to a high-risk area for COVID-19 or had contact with a person known to be infected are not permitted to visit.



- As a healthy guest, please follow these recommendations:
  - Wash your hands with soap and water or alcohol-based hand sanitizer frequently.
  - Wear a mask or cover your cough/sneeze with your elbow or a tissue.
  - Practice social distancing by maintaining 6 feet of distance from others.

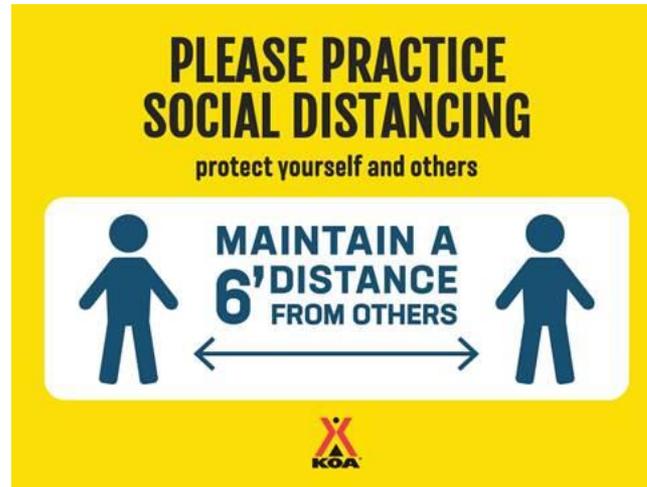
We appreciate your understanding and cooperation.

For more information, please visit [www.suncommunities.com](http://www.suncommunities.com) or [www.cdc.gov](http://www.cdc.gov).

*Help Us*

## STOP GERMS

**REMEMBER TO WASH YOUR HANDS  
WITH SOAP & WATER FOR 20 SECONDS**



Signage Information Link (please click):

[Required Signage for Community/Resort Re-Opening](#)

# Personal Protective Equipment (PPE) and cleaning materials

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- 30-day supply of the following items are required to open:

- Face masks (1 per team member per day)
- Hand sanitizer or hand soap
- Disinfectant solution (wipes, spray, or bulk)
- Toilet paper



- The following operational procedures must be in place in Phase One:

- Increase the frequency of sanitizing restroom surfaces, door/stall handles, etc. to at least 3 times daily.
- Sanitize surfaces in clubhouses, guest reception areas, break rooms, etc. at least twice per day.
- Vacation Rentals: <https://jam4.sapjam.com/wiki/show/lbZvFFP2giPE2oIn7c1sFs>

- Be proactive on securing additional supplies beyond the initial 30 day counts
- Items should be stored in a locked and secure area

# Handheld, Contactless Thermometers

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- Each resort must:
  - Begin using contactless thermometers upon reopening and upon receipt of at least one thermometer from the Main Office for each guest at check-in.
  - If a guest reads above 100.4 degrees, transient guests will be denied entry. Seasonals will be allowed in, but need to self isolate.
  - Begin using contactless thermometers upon receipt of at least one thermometer from the Main Office to check each team member's temperature at the start of each shift
- Each community must:
  - Begin using contactless thermometers upon receipt of at least one thermometer from the Main Office to check each team member's temperature at the start of each shift

**100.4°F**  
**38 °C**



*Instructions for thermometer use are available within the COVID resources section of the Knowledge Base in Connect at*

[Monitoring Temperatures with Contactless Thermometers](#)

# Hand Sanitizer Stations

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- Contactless hand sanitizer dispensers have been ordered for all communities and resorts with an ample supply of hand sanitizer.
- We anticipate these will begin to arrive in mid-to late-May.

# General Supply Availability

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- **Continue to purchase supplies locally as needed and as available.**
- We continue to source and purchase mass quantities of products, and they are being distributed on an ongoing basis as they become available.
- Once supply availability is adequate to support demand, we will make available a page within SunSource where orders can be placed by property for the following items:
  - Disinfecting wipes
  - Hand sanitizer
  - Hand sanitizer refill (for automatic dispensers)
  - Face masks
  - Rubber gloves
  - Infrared thermometers
  - Additional signs

# State and/or local jurisdiction confirmation

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- We must have a confirmation document that shows the following:
  - Date restrictions are lifted
  - Clear language that identifies our business type as included
- Examples of acceptable files to confirm are as follows:
  - Executive order from the state
  - Interpretive bulletin from a county or city that refers to the executive order from the state
- Copy of order must be attached within the Phase 1 opening form

# RV Specific Requirements in Phase One

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## COVID Check-In Kit

- SRV COVID kits will be given to each guest at check in.
- Card with health and safety guidelines as well as a discount for a future stay will be included.
- \*As soon as available. Not required to move from Phase 0 to Phase 1

## Temperature Checks

- Guests will have their temperature taken at check-in via a contactless infrared thermometer.
- Those with temperatures below 100.4 will be allowed entry and access to amenities.
- Number your thermometers on site.

## Sanitization

- All properties will be provided a wysiwash gun along with cleaning solution to sanitize all common areas included vacation rentals.

## Terms and Conditions

- Standard Terms and conditions will be updated to make our health and safety expectations clear.



# COVID Check-In Kits



Exterior Front



Exterior Back

HELP PREVENT THE SPREAD OF COMMUNICABLE DISEASE



Inside



# WYSIWASH SANITIZER-V KIT

Sanitizing hundreds of square feet? The Wysiwash Sanitizing System makes it as easy as hosing it down. Trusted by animal care professionals for over 15 years, the Wysiwash Sanitizing System is effective against a wide range of pathogens including Canine Parvovirus, Feline Calicivirus, and Feline Panleukopenia.

Scientifically designed to accurately deliver consistent levels of active chlorine, the Wysiwash Sanitizer-V sanitizes, deodorizes, and neutralizes mold/algae spores. Way more than a hose-end sprayer, it is a precisely calibrated sanitizing and disinfecting instrument.

169.95



# EFFERSAN

EfferSan is a highly effective multi-purpose disinfecting and sanitizing tablet. When dissolved in water it creates a mild, non-irritating solution. EfferSan is a tested, proven and EPA registered product with a 5 minute contact time for parvo.

EfferSan is the perfect, portable companion to Wysiwash-pet safe, eco-friendly, and effective against a broad range of pathogens.

## Concentrated Tablet

When safety is your top priority, you need EfferSan. It's an EPA Registered Disinfectant and Sanitizer that tackles sanitizing 99.999% of bacteria in 1 minute. Now, that's a job well done.

Plus, EfferSan covers hard to tackle viruses including Canine parvovirus, Staphylococcus aureus, and many other enveloped viruses such as influenza and coronavirus.

Use EfferSan for...

 Disinfect Counter tops & Surfaces

At sanitizer strength, EfferSan is no rinse, so just spray and walk away. EfferSan is perfect for disinfecting high traffic areas like intake counters, door knobs, and public restrooms.



List N: Products with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

EPA Registration Number	Product Name	Follow the disinfection directions and preparation for the following virus	Contact Time (in minutes)	Use Site
66570-2	EfferSan™	Feline calicivirus	5	Healthcare; Institutional; Residential
<b>Active Ingredient(s)</b> Sodium dichloro-S-triazinetriene <b>Company</b> Activon Inc <b>Formulation Type</b> Solid <b>Surface Types for Use</b> Hard nonporous <b>Emerging Viral Pathogen Claim?</b> Yes <b>Date Added to List N</b> 04/23/2020				

Phased Re-Opening Plan

***Team Members Guidelines***

# Team Member Requirements

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1	Sun highly encourages team members wear masks, especially when interacting with others and also during activities such as processing mail or rent payments. In cases where state or local authorities have <b>mandated</b> the use of masks, we must comply.
2	All team members must practice social distancing procedures as recommended by the CDC. This means being aware of one's surroundings and maintaining at least 6 feet of distance from others at all times.
3	Team members should wash their hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 60% alcohol if soap and water are unavailable. Team members should always avoid touching their eyes, nose, and mouth with unwashed hands.
4	All high-touch areas (offices, restrooms, common areas) should be cleaned with an <a href="#">EPA-registered disinfectant</a> multiple times per day. Vacation Rentals must also continue to receive enhanced cleaning as per the instructions found in <a href="#">Connect</a> .
5	Leaders must review these requirements with their teams at least once per week in a team or one-on-one format.

All team members must familiarize themselves with Sun's [Coronavirus Response & Action Plan](#), which provides additional information and greater detail on the items noted above.

# Vulnerable Team Members

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- In situations where Team Members express concern about reporting to work due to being in a “high-risk” category, leaders should review all the safety measures the Company has and continues to undertake, including the distribution of PPE, cleaning supplies, and monitoring of temperatures.
- In the event the Team Member is still unwilling to report to work, please contact your Team Relations Specialist to review the circumstances and obtain further guidance on how we will address the matter.