

COVID-19 Update - Stage 3 Notification

4:54p.m., Tuesday, March 17, 2020

Dear Preserve Community,

Based on current developments on COVID-19 and directives provided by federal, state and local agencies, the Preserve's Emergency Operations Committee (EOC) and the Preserve Board elevated our response **to Stage 3 of readiness - Shelter in Place Mandate.**

HEALTH, SAFETY AND PREPAREDNESS

All health and safety services will remain intact. Monterey County Officials have mandated a **Shelter In Place order until April 8** as public health officials try to curb the rapid spread of COVID-19 across the region. There are currently 2 confirmed cases in Monterey County as of now. The entire order, as well as some frequently asked questions, will be posted on the Monterey County Health Department webpage at www.mtyhd.org/covid19.

We highly suggest that Staff, Owners and Members continue to **strictly adhere to the health and safety precautions set forth by the [CDC](#) and [Monterey County Health Department](#).**

STAFFING AND SERVICES

We care deeply about the health, safety and well-being of our Staff, Owners and Members, and make it a priority to ensure that our practices consider these factors at all times. **As of 12:01 a.m., March 18, The Preserve's available services are as follows:**

Gatehouse - business as usual

Contact for Access: access@santaluciapreserve.com | 831-620-6750

Direct Gatehouse Contact: maingate@santaluciapreserve.com | 831-620-6750

Hours: 5:30 a.m. - 12:00 a.m., daily

Security - business as usual with slight modification (see note)

Contact: security@santaluciapreserve.com | 831-620-6750

Hours: 6:00 a.m. - 12:00 a.m. | On-call 24 hours

Note: The Preserve's Security Team is in place to respond to emergencies. They are instructed NOT to enter a home or any facilities where there is potential exposure to COVID-19. Our first response team will respond and ensure the roads and areas are clear so appropriately trained medical professionals can respond under these circumstances.

Paramedic - business as usual with slight modification (see note)

Contact: 911

Hours: 9:30 a.m. - 4:00 p.m., daily

Note: Medics who are on-site at The Preserve are contracted through Monterey County Regional Fire District and trained to respond to all medical emergencies, including appropriate

response to calls where potential exposure to COVID-19 may be present. Our Security Team will assist, as needed, without putting themselves at unnecessary risk.

Property Operations

Will be available on-call to ensure The Preserve's infrastructure is cared for appropriately.

Water/Waste Water

No change in operations.

Resident Services - Staff is available on a remote basis via email and phone

Contact: residentservices@santaluciapreserve.com | 831-620-6760

Hours: 8:00 a.m. - 4:30 p.m., daily

Resident Services Maintenance

Contact: residentservices@santaluciapreserve.com | 831-620-6760

Hours: Available on an emergency/on-call basis

Mail/Newspaper Services

- Gatehouse Mail Services - business as usual based on USPS services
- Resident Services/Admin Mail Services

Hours: 8:00 a.m. - 6:00 p.m., daily

Note: The Preserve's Security Team will unlock the Resident Services office and Mail Room for Owners to retrieve packages, mail and orders. Should they have a call, those hours may be interrupted.

Resident Services Housekeeping - Service suspended until further notice.

Dry Cleaning Services - available until further notice based on Vapor Cleaners operational plan.

Vapor Cleaners Schedule: Monday, Wednesday, Friday Pick-Up and Drop-Off

Note: Members are welcome to drop off laundry bags and pick up as usual. There will be no in-person staff assistance.

Design and Construction Services - Staff is available on a remote basis via email and phone

Contact: dcs@santaluciapreserve.com | 831-620-6825

Hours: 9:00 a.m. - 3:00 p.m., Monday through Friday

Note: Please contact [Jenny McAdams](#) to check the status of any upcoming DRB meetings.

Ranch Club Services

Concierge - Staff is available on a remote basis via email and phone

Contact: concierge@santaluciapreserve.com | 831-620-6821

Hours: 9:00 a.m. - 5:30 p.m., daily

Hacienda and Ranch House

No new arrivals will be permitted Wednesday, March 18 - Wednesday, April 15

Food and Beverage Services

Contact: Gary Watts, Ranch Club General Manager

gwatts@santaluciapreserve.com | 970-618-4644

Contact: Rachel Toves-Favero, Dir. Food & Beverage

rtoves-favero@santaluciapreserve.com | 831-293-4897

Hacienda Dining Room - Closed

Prepared Meals - Lunch and Dinner options available for curbside pick-up at the Hacienda or delivery. 24 hour notice is requested.

Grocery Orders - Grocery items will be available for curbside pick-up at the Hacienda or delivery. 48 hours notice is requested.

Note: Specific menus and information is being developed and will be sent to you as soon as possible.

Contact: conciierge@santaluciapreserve.com | 831-620-6821

Hours: 12:00 p.m. - 6:00 p.m., daily

Sports Center & Polo Pools - Closed

Contact: recreation@santaluciapreserve.com | 831-620-6851

Note: All equipment will be stored and kept secure inside the Sports Center (unavailable for use). Members are permitted to enjoy field sports and tennis courses using personal equipment and are urged to follow self-distancing measures.

Moore's Lake

Contact: recreation@santaluciapreserve.com | 831-238-5962

Hours: 9:00 a.m. to 6:00 p.m. daily

Note: All equipment will be stored and kept secure in the Boat House (unavailable for use).

Equestrian Center

Contact: equestrian@santaluciapreserve.com | 831-620-6859

Hours: 8:00 a.m. - 5:00 p.m.

Note: All trail rides, clinics, events and lessons are suspended. Staff will be scheduled on a daily basis to care for and to exercise horses. Members are permitted to ride/exercise their own horses.

Preserve Golf Club - Staff is available on a remote basis via email and phone

Contact: golfshop@santaluciapreserve.com | 831-620-6871

Hours: 8:00 a.m. - 6:00 p.m.

Golf Course and Practice Range

Golf Course will remain open for play to Members and family (no guests) for walking only.

Practice Range will be closed.

Clubhouse/Locker Rooms - Closed, including all food and beverage services.

Note: If you would like to retrieve your golf clubs or any items from your locker you must do so by 5:00 p.m. on Wednesday, March 18. Please contact [Brian Sleeman](#) with any questions or to make arrangements for pick-up.

Preserve Golf Maintenance

Note: Golf course maintenance will continue to operate with minimum staffing.

REMINDERS

Preserve Advisories will be sent out as the situation unfolds. If you would like further information on COVID-19 here are links to helpful resources:

[Center for Disease Control and Prevention \(CDC\)](#)

[Monterey County Health Department](#)

We thank you for taking the same precautions that we are exercising at The Preserve. If your health situation is compromised, please let us know. You may confidentially reach out to Forrest Arthur, CSD General Manager (831) 229-1125 or Karen Baxter, Preserve Company CEO (831) 238-8335 for further assistance.