

When will the Civic Building and Community Center reopen? Both buildings will be closed through at least April 30, in compliance with the Governor's Executive Order to "Stay Home." We are monitoring this situation and, if need be, the closures may be extended based on recommendations from the CDC and other public health officials.

Are the HOA offices closed? Both the ACC and HOA offices will be closed to the public, but essential ACC and HOA staff continue to maintain business hours on-site or remotely, and can be reached via email/phone.

Will I receive a refund for classes or programs that I already registered for that have been canceled? Refunds will be issued (via method of payment used to register) for those who have registered for programs/classes during the closure. This includes programs that are led by either ACC staff or independent contractors.

Will I be able to use ramadas? What if I already have a ramada reserved? Ramadas will be closed. All existing reservations during this closure will be canceled and any fees refunded. Future reservations are not being accepted at this time.

How can I pay my HOA assessments? If you're not already set up to pay electronically, payments can be mailed; visit the "Pay Assessments" page of our website for instructions about how to mail your payment.

Will I be charged a late fee on my assessment payment? Given the situation, an additional 15-day grace period will be offered for assessment payments due April 1.

Will the MCSO substation remain open at the Civic Building? The MCSO substation at the Civic Building is closed to walk-in traffic. Please call 623-551-8810 if you need assistance or 9-1-1 in an emergency.

Can my family still use the parks? Based on Gov. Ducey's Executive Order to "Stay Healthy," and recommendations from the National Recreation and Parks Association, Anthem's Community Park, Liberty Bell Park and Opportunity Way Park (as well as Parkside neighborhood parks) will remain open for passive recreation for residents and their household families, *subject to use at your own risk*. Bring your own sanitation supplies and adhere to CDC guidelines for distancing (6-ft.). All parks will close at 7 p.m.

Are the Parkside neighborhood parks still open? Because they cannot physically be closed, Parkside neighborhood parks remain open, subject to use at your own risk. Refer to additional guidelines stated previously.

Can I still use the pickleball courts and skate park? Following the terms outlined in Gov. Ducey's Executive Order, the pickleball courts (as well as all other courts) and the skate park will be closed through April 30.

Will the dog park remain open? Yes. However, the use of this amenity poses a higher level of risk due to use by a large number of people. Use your best judgment and act responsibly; bring your own sanitation supplies with you and adhere to CDC guidelines for social distancing standards (6-ft. human distance) and not gathering in groups.

Will youth sports teams practice/play during this time? No; sports fields are closed. Through April 30, there will be no practices or games for youth or adult sports. This includes ACC-led rec sports and organized third-party club sports.

Which events are canceled?

- The April 9 paver installation at the Anthem Veterans Memorial (will be rescheduled).
- Go Green, originally scheduled for April 18.
- AYAC's Color Run, originally scheduled for May 9.
- Music in May, scheduled for Friday evenings in May.

Will the Farmers' Market still be open? The Farmers' Market on Sundays will be canceled through at least April 30.

Are playgrounds affected by these closures? Adventure Playground, Opportunity Way Park Playground and Discovery Playground will be closed through at least April 30, due to the associated high level of risk on the play surfaces and our inability to ensure proper sanitation for safe use.

Will the pool remain open? The Community Center pool will be closed through at least April 30.

Will the openings of the Adventure Playground and Liberty Bell splash pads be delayed? Yes. The opening dates of both splash pads will occur at a later date (TBA).

How can I purchase a transponder? Contact one of the Community Access Administrators directly, who will come to your home to receive payment and install the transponder: Jacki Nasi at jnasi@associatedasset.com or 623-742-4533; or Dave Hunt at dhunt@associatedasset.com or 623-374-2019. Hours are Monday-Friday 9 a.m.-noon and 1 p.m.-4:30 p.m. No installations will occur if rain is imminent.

How can I submit Architectural/Design/Landscape Modification forms to my HOA during the building closure? Drop off the forms in the dropbox located on the east side of the Civic Building. They will be collected daily. However, please note that consideration of the applications may be delayed during this time.

I'm a Country Club resident. Are there closures of ClubCorp amenities? Restaurants/clubhouses are closed; to-go services are available from 4-7 p.m. All Club-sponsored social events and programming are canceled or postponed. The golf course and practice facilities remain open at this time; please bring your own water bottle and sanitation supplies for carts. Fitness centers are closed. Indoor group fitness classes are canceled. Contact ClubCorp directly (623-742-6200) with further questions.

Are there confirmed cases in the Anthem community? Yes. It is essential that community members remain vigilant about following social distancing and all other CDC-issued guidelines, and enhance personal sanitation practices in order to stop the spread. Patients are covered by HIPAA privacy laws and cases are not disclosed to the ACC or HOAs. Positive test data is reported to the Maricopa County Department of Public Health and the CDC, and *county case counts* are reported daily by these organizations.

What is the best way to stay up to date on community closures and re-openings? Accurate and reliable information will be posted on the ACC website, OnlineAtAnthem.com, and on ACC social media channels.

What should I do if I feel sick or am experiencing symptoms I think are related to COVID-19? Refer to the websites for the CDC, Arizona Department of Health Services, or the Maricopa County Department of Public Health if you feel sick or are experiencing symptoms and need guidance.