

Frequently Asked Questions 12/10/2021

Why did we go to Level 1 on the chart? Since there has only been 3 office personnel who tested positive within the last two weeks, that does not reach the benchmark. Please explain why you have decided to vary from the chart? Unfortunately, we have received additional COVID updates from residents, in addition to our employees, and out of an abundance of caution and in the best interests of all our residents at Roadhaven, feel Level 1 would be the appropriate step to take.

We Canadians have to be vaccinated to come here. For those recently diagnosed with COVID, have you been vaccinated? What about other resort employees? We would like to advise that personal medical info about our employees is private to them, and we do not divulge that information. As far as the rules to cross into the USA and be fully vaccinated, that directive is at the US federal level, not the state, county, or municipal level.

We are confused about mask requirements, what are they? Firstly, we would like to thank everyone for their patience, support, and understanding. On Sunday, December 5, 2021, the Roadhaven Board of Directors released a communication regarding the closure of the Front Office due to the increased number of staff members and residents testing positive for COVID-19. Because that communication was drafted so quickly, the message became contradictory and confusing, particularly with regards to mask-wearing. For that, we apologize.

While we strongly encourage mask-wearing, social distancing, hand washing, and using hand sanitizer, we are not mandating it among our residents at this time.

It is extremely important for us to know how many cases of COVID-19 we have in the park so we can manage the situation appropriately; we do not want to go up in Levels if it is unnecessary and need your help to make timely and informed decisions. If you have tested positive, please email the General manager at roadhavengm@gmail.com or fill out the [confidential online form here](#). Please note, you will remain anonymous. No person's name shall be released to anyone.

Where can I find the Roadhaven COVID-19 guidelines and benchmarks? You can find the guidelines and benchmarks on the home page of the website just under the main image.

People aren't breaking down their cardboard boxes, can't you do anything? We understand this is frustrating, it is for us too. Short of removing the bins, we can only ask residents to be respectful of their fellow residents and our maintenance crew by breaking down their boxes. Let's help one another out; if you see someone that is struggling to get boxes broken down, offer your services and we will do the same.