

**When will the Civic Building and Community Center reopen?** Effective March 18, both buildings will be closed through March 27. We are consistently monitoring this situation and, if need be, the closure may be extended based on recommendations from the CDC.

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

**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 ACC staff and independent contractors.

**Will I be able to rent a ramada? What if I already have a ramada reserved?** All existing reservations during this closure will be canceled and any fees refunded. We strongly advise anyone using a ramada to exercise your best judgment and act responsibly. Bring your own sanitation supplies and adhere to the guidelines of keeping gatherings to less than 10 people and observing social distancing standards (6-ft. human distance). 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?** Yes. The MCSO substation will maintain its regular hours (Monday-Friday, 8 a.m.-4 p.m.).

**Can my family still use the parks?** Because we recognize the health benefits of exercise and fresh air, and based on 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, subject to use at your own risk. Use your best judgment and act responsibly; bring your own sanitation supplies with you and adhere to guidelines of keeping gatherings to less than 10 people and observing social distancing standards (6-ft. human distance).

**Are the Parkside neighborhood parks still open?** Parkside neighborhood parks will 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?** As of now, the pickleball courts (and other courts) and skate park will remain open, subject to use at your own risk. The status of these amenities may change depending on developments regarding COVID-19.

**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 guidelines of keeping gatherings to less than 10 people and adhering to social distancing standards (6-ft. human distance).

## **Which events are canceled?**

- The Anthem Pickleball Club's Cowgirl Cup, scheduled for March 20-21.
- Anthem Days & Carnival, scheduled for March 28-29.
- The April 9 paver installation at the Anthem Veterans Memorial.
- Go Green, originally scheduled for April 18.
- AYAC's Color Run, scheduled for May 9.
- A decision regarding Music in May will be made at a later date.

**Will the Farmers' Market still be open?** The Farmers' Market on Sundays will be canceled through at least March 29.

**Are all playgrounds affected by these closures?** Adventure Playground, Opportunity Way Park Playground and Discovery Playground will be closed through March 27, due to documented attendance trends and the associated high level of risk to our youngest residents and their families.

**How have the sanitation practices at ACC facilities changed during the pandemic?** Staff has been proactively enhancing our already-robust cleaning and sanitation protocols at these buildings, and are following the guidelines of state and federal public health officials.

**Will the pool remain open?** The Community Center pool will be closed through at least March 27.

**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?** Transponders will be sold at the Anthem Hills Gate March 18 from 10 a.m.-noon and 1 p.m.-4:30 p.m.; after March 18, hours are Monday-Friday 9 a.m.-noon and 1 p.m.-4:30 p.m. No installations will occur if rain is imminent.

**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](https://www.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.