



March 19, 2020 Update

Dear Team Members,

We want to first thank you everyone for your support and continued flexibility. We will continue to communicate as soon as we have new developments. Overall information has been fast moving and with some misinterpretations. In regards to safety, our company takes our team members and guest safety very serious and is and always will be a top priority.

We have been assessing with all our General Managers and will focus on being more present and hands-on relative to the on-site communication. In regards to new safety updates we are advised and are following the **“5 Tips To Stay Healthy While Traveling”** outlined by the CDC for all of our resorts, Team Members and Guests. This outline is what we continuously keep hearing from all agencies to try to abide by. In addition, we are all being asked to keep a greater awareness for overall **“Social Distancing”** by maintaining at least 6 feet of separation from those around us.

Relative to this advice we have advised our GM’s to do the following:

1. In F & B outlets, abide by this ruling relative to re-arranging of food & beverage outlet seating diagrams and/or allow one empty table between guest seating to accomplish the 4 to 6 feet distance rule.
2. Close all Spa outlets that Team Members are required to have direct physical contact with Guests in order for them to provide services.
3. Heighten the awareness of all Team Members to advise and remind Guests if they observe them coughing and sneezing without using a tissue and then discarding it accordingly.
4. Fitness Center closures are, for today, on a property by property basis predicated on the in-house staff available to oversee these outlets to ensure they are consistently disinfected after each use. On the other hand, all reports encourage people to continue to work out as it promotes and helps build up the immune system.

As you know our business is predicated on hospitality and that we promote the “friendly and generous reception of guests”. It is difficult to now train the team to stay distant to a degree however, in serving guests there must be some interaction that requires breaking that social distancing rule. We advise all our Team members to use common sense and to wash your hands frequently and to not touch your eyes and/or mouth. As we move into warmer climate it is encouraging that this virus does not seem to survive in warm humid weather. I have also listed below the Red Cross published guidelines and I know we have posted the CDC guidelines. Naturally, the guidelines below are general and not specific to any industry.

LIMIT THE SPREAD OF GERMS AND PREVENT INFECTION



The **Red Cross** recommends the following steps to help prevent the spread of germs during this situation:

- Stay home if you can and avoid gatherings of more than ten people.

- Practice social distancing by keeping a distance of about six feet from others if you must go out in public.
- Wash your hands often with soap and water for at least 20 seconds, especially after being in a public place, or after blowing your nose, coughing or sneezing. If soap and water are not readily available, use a hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home if you are sick, except to get medical care.
- Cover your nose and mouth with a tissue when coughing or sneezing; throw used tissues in the trash. If a tissue isn't available, cough or sneeze into your elbow or sleeve, not your hands.
- Clean and disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, handles, desks, computers, phones, keyboards, sinks, toilets, faucets and countertops.
- If surfaces are dirty, clean them - use detergent or soap and water prior to disinfection. [Full information on how to disinfect found here.](#)
- Wear a facemask if you are sick. You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office.

According to the CDC, COVID-19 symptoms include fever, shortness of breath and a cough. Symptoms may appear 2-14 days after exposure. Call your doctor for medical advice if you think you have been exposed to COVID-19 and develop symptoms.

Can I get unemployment benefits if I miss time away from work for a COVID-19 related illness as I heard might be available in Florida?

We are anticipating updates from the government and will post an update as soon as we have a clear understanding of the unemployment benefits available.

Can I use my PTO?

Yes, PTO will be available for Team Members to use should you get sick or need to care for family members. The information on your specific PTO benefits are available on your Paycor Orange app. For our Team Members at The Grove, please pass by Human Resources to obtain your balances.

What about my insurance premium?

If you have PTO/Vacation hours, we will distribute the time paid out in order to help you pay your insurance. Should you not have a paycheck you can pay upon returning back to work for regular time.

Will my schedules change?

Speak directly with your managers to let them know if you wish to request time away for a short period of time. Managers will need to drastically reduce the schedules and they will be creative with spreading out the available hours. However, some positions will simply need to be off the schedule do to very low business levels.

Will we be closing our properties?

At this point we are assessing the staffing levels based the decline of guests at each property. We have no current intent to close any of our properties.

Will the company assess and send someone home if the person is showing signs of illness based on symptoms listed by the CDC ?

Yes, the company will send someone home and they will be required to self-quarantine for at least 14 days or provide medical certification and be released to return to work.

How many of our Team Members have been diagnosed?

No one to date on our team has reported having been diagnosed. However, we are asking Team Members on a daily basis to complete a questionnaire to ensure we are having discussions about any updates to their exposure to risk situations. Forms have been distributed to the managers to ensure we are focused in this situation together.

If a co-worker is diagnosed, will you let us know?

Yes, we will communicate if there is someone diagnosed however, we must respect everyone's privacy and maintain the HIPAA guidelines (privacy medical disclosure) therefore we will not announce the name of any person.

What is HIPAA?

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that required the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge.

Will a doctor's note be required?

Yes, everyone not working due to illness will be required to provide a medical release.

What should I do if I need to call in sick?

We will ask Team Members to self-quarantine should they experience any health conditions or exposures. Everyone is fully expected to notify the department managers directly and if you are sick you must stay home.

Will this time count against the attendance record?

No, we will not count this against anyone's attendance record for counseling processes.

Should I come to work if I recently traveled outside of the United States?

No, we ask that you self-quarantine, provide a medical certification, let your manager and Human Resources Managers know.

With the occupancy changes can I pick up shifts at another one of PHM's properties?

Yes, however, all of our properties are in the same situation and we do not foresee that there will be hours available. Please let your managers know if you are interested in picking up any shifts available at other properties for a position for which you are qualified to perform.

Can I wear a mask at work?

Yes you can however, the CDC has not indicated that this provides a high level of protection. We understand if you feel the need to use an appropriate mask.

Will there be a hiring freeze?

We will continue to assess all the staffing levels needed and ensure we are servicing our guests. We do not anticipate bringing on any new hires considering we have very low occupancy.

We welcome your questions and input be safe and be well.

Warmly,



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President



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