

RA Companies Corporate Offices Coronavirus Protocol

Royal American Companies values the trust you place in us as an employer to maintain a healthy workplace environment. Considering the current environment, it's important for all of us to continuously monitor the Coronavirus or COVID-19 through the CDC and Florida Blue websites which we have posted on the Dispatch. The web addresses are: <https://www.cdc.gov/>; <https://www.floridablue.com/blog/covid-cases-confirmed-in-florida>, and <http://thedispatch.us/>.

The health and safety of our employees, residents, business partners, and vendors is a top priority. Therefore, we have implemented the following precautionary measures to address COVID-19:

- Any employee not feeling well is asked to stay at home and consult with their doctor and notify their supervisor;
- Employees that test positive, are required to isolate by their physician, or have close contact (less than 6' for 15 min. or more) exposure to a confirmed positive test, should inform their supervisor immediately. Supervisors must inform Human Resources as soon as they are aware;
- Supervisors are asked to send employees home who are displaying symptoms of COVID-19. (Refer to CDC website for a list of symptoms <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>);
- Employees with positive tests and/or are mildly symptomatic (no hospital care) or asymptomatic are restricted from returning to work for a minimum of 10 days without a negative test. Employees must be fever free AND all other symptoms improving (without medications) for 24 hours before returning to work.
- Employees with close contact exposure (less than 6' for 15 min. or more) to a positive test should quarantine for 10 days before returning to work *without* a negative test result. See CDC guidelines below for alternatives to the 10-day quarantine. Employees may work from home during quarantine if the option is available and approved by their Department Head.
- **CDC Return to Work Guidelines:**
 - Quarantine can end after Day 10 without testing and if no symptoms have been reported during daily monitoring.
 - Quarantine can end after Day 7 if a diagnostic specimen tests negative and if no symptoms were reported during daily monitoring. The specimen may be collected and tested within 48 hours before the time of planned quarantine discontinuation (e.g., in anticipation of testing delays), but quarantine cannot be discontinued earlier than after Day 7.
 - Persons can discontinue quarantine at these time points only if the following criteria are also met:
 - No clinical evidence of COVID-19 has been elicited by daily symptom monitoring[†] during the entirety of quarantine up to the time at which quarantine is discontinued; and,
 - Daily symptom monitoring continues through quarantine Day 14; and,
 - Persons are counseled regarding the need to adhere strictly through quarantine Day 14 to all recommended non-pharmaceutical interventions (NPIs[±], a.k.a. mitigation strategies), especially. They should be advised that if any symptoms develop, they should immediately self-isolate and contact the local public health authority or their healthcare provider to report this change in clinical status.
- Those with severe illness (hospitalized) may be asked to isolate for 20 days after symptom onset;

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- Teladoc telemedicine service is available for all employees enrolled in the company's Florida Blue health plan at no cost; contact information for this service is 1-800-835-2362. Employees not enrolled in the company's health plan can use the Teladoc service for a minimal fee and avoid the doctor's office waiting room. We encourage employees to register in advance for this service for easier access at <https://www.teladoc.com/>;
- Corporate employees may be asked to work from home or in shifts to avoid disruption of business operations;
- We have adopted a "no hand-shake policy". Please maintain six feet from other individuals when possible. If not possible, please wear a mask in areas such as elevators, restrooms, and during conversations or training that requires close contact;
- Business travel is limited to only that essential to business operations. We are conducting meetings by phone or video whenever possible;
- We have cancelled upcoming group meetings and events to help prevent the spread and/or acquisition of the virus;
- Employees who have traveled internationally, or who have traveled on a cruise ship, are instructed to check their temperature daily and wear a mask when social distancing is not possible for 14 days after their return. See the Returning from travel page on the CDC.gov website: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/after-travel-precautions.html>
- Our Corporate, Satellite/Regional, and residential offices have been instructed to sanitize high-touch areas at least once daily (unless otherwise instructed) or to use a long-lasting germicide through a cleaning service. The company will supply products needed for this. Employees should consult their supervisor for more direction on required sanitizing;
- Employees must wash hands with soap and water for 20 seconds, at a minimum of every two hours, and avoid touching their faces;
- We are communicating these policies to our suppliers and partners and have asked them to apply similar guidance to their employees who might visit any of the Royal American Management residential communities or our Corporate or Satellite/Regional locations.

If you are working at or visiting a Royal American Companies residential community, or one of our office locations, we thank you in advance for joining our "no hand-shake" policy. We ask that you take similar precautions outside the workplace to mitigate the spread and/or acquisition of the virus and protect yourself and others.

These precautionary measures may seem troublesome; however, they are being taken to protect you, our residents, vendors, and visitors from spreading and/or acquiring the virus. These measures may change as the coronavirus situation evolves.

Updates will be provided as changes are implemented.

Thank you for your understanding and commitment during this time. Should you have any questions or concerns about this protocol, please contact your supervisor, the HR Hotline 850-914-8456, or email

Contact: HRDept@royalamerican.com or call 850-914-8456