



Systems and Operations

Vendor Management Office

Vendors: Required COVID-19 Precautions - Coronavirus Update #5

Citizens continues to follow closely the [Florida Department of Health](#) and [Centers for Disease Control and Prevention](#) guidelines and recommendations regarding appropriate steps to take to help prevent the spread of the coronavirus (COVID-19) and safeguard the health and well-being of Citizens' staff and policyholders.

For our vendors who physically interact with Citizens staff or policyholders, we require that you undertake the following precautions:

- Where possible, handle the purpose of the interaction remotely.
- Do not permit any nonessential staff, such as adjusters in training, to accompany essential staff.
- Ask screening questions of your staff before the interaction and do not permit any staff responding affirmatively to any of the following questions to physically interact with any Citizens staff, policyholders (or other individuals in the residence, tenants, or policyholder representatives such as public adjusters), or other Citizens vendors:
 - *Are you currently, or have you experienced any symptoms of the coronavirus (COVID-19), such as fever, cough or difficulty breathing, in the last 14 days?*
 - *Have you been exposed to anyone exhibiting the above symptoms or who has received a positive diagnosis of the coronavirus (COVID-19)?*
 - *Have you traveled internationally or domestically to an area of known coronavirus (COVID-19) infections, or traveled through an airport in the last 14 days?*
- Require your staff to follow [Centers for Disease Control and Prevention](#) guidelines and recommendations before, during and after the access or interaction, such as social distancing and handwashing.

If your staff observes any of these symptoms or responds affirmatively to any of the screening questions, do not permit such staff to physically interact with Citizens staff, policyholders (or other individuals in the residence, tenants, or policyholder representatives such as public adjusters), or other Citizens vendors. If your staff have physically interacted with such individuals and subsequently exhibit COVID-19 symptoms or test positive for COVID-19, immediately notify your Citizens Contract Manager. Names and personal information of vendor staff will be kept confidential.

If you have questions regarding Citizens' response to the coronavirus pandemic, contact your Citizens Contract Manager. If you are unsure who your Citizens Contract Manager is, email vendor.inquiry@citizensfla.com to obtain that information. Thank you for your continued partnership during this difficult time.