



To Our Vendors: Coronavirus Update #11

As health experts continue to make advances in the fight against COVID-19, state and federal guidelines relating to COVID-19 restrictions have been relaxed and Citizens will follow their lead. While many protocols, such as temperature checks, on-site screening and mask requirements have been eased for Citizens’ employees, the following protocols will remain in place for our vendors:

- For vendors that have close contact with a policyholder, agent or other member of the public, masks are still required.
- Limit vendor staff access to Citizens’ facilities solely for the purpose of providing essential services at or for Citizens’ facilities.
- Vendors and their staff should practice self-observation for any symptoms that could be compatible with COVID-19. If your staff observes any of these symptoms, do not allow said staff to access Citizens’ facilities or physically interact with Citizens employees or policyholders.
- Vendors and their staff will not be required, or be asked, to disclose their COVID-19 vaccination status.
- The following table provides updated quarantine protocols depending on the specific scenario that our vendors and their staff should follow:

Traveled through an airport	
Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months No testing required; no quarantine required.	Unvaccinated Quarantine for 10 days without testing if no symptoms are present or Quarantine for 7 days with a negative COVID-19 PCR test taken no sooner than 4 days after travel.
Traveled anywhere internationally or cruise ship travel	
Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months Negative COVID-19 PCR test taken no sooner than 4 days after travel. Quarantine until test results are available. No further quarantine required with a negative test result.	Unvaccinated Quarantine for 10 days without testing if no symptoms are present or Quarantine for 7 days with a negative COVID-19 PCR test taken no sooner than 4 days after travel.
Contact with International Traveler	

Fully vaccinated, unvaccinated, or tested positive/recovered from COVID-19 within the last 3 months
 Self-monitor for symptoms without quarantine provided they have not been notified the international traveler tested positive.

Potential Exposures:

- 1) **Been exposed to anyone with flu-like illnesses even if the cause of the illness is unknown**
- 2) **Been exposed to anyone with COVID-19, even if they are asymptomatic**

Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months

No testing required; no quarantine required

Unvaccinated

Quarantine for 10 days without testing if no symptoms are present **or**

Quarantine for 7 days with a negative COVID-19 PCR test taken no sooner than 5 days after exposure.

Attended events or excursions to places that include large gatherings

Fully vaccinated or tested positive/recovered from COVID-19 within the last 3 months

No testing or quarantine requirements

Unvaccinated

Quarantine for 10 days without testing if no symptoms are present **or**

Quarantine for 7 days with a negative COVID-19 PCR test taken no sooner than 5 days after attending a large gathering.

COVID-19 positive -- asymptomatic

Fully vaccinated and unvaccinated

If you continue to have no symptoms, you can come to the office and have in-person interactions with policyholders, agents or vendors after 10 days have passed since you had a positive viral test for COVID-19.

COVID-19 positive -- with symptoms

Fully vaccinated and unvaccinated

10 days since symptoms first appeared **and**

24 hours with no fever without the use of fever-reducing medications **and**

Other symptoms of COVID-19 are improving*

**Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation*

If you have questions or are unable to comply with the requirements for vendor staff accessing Citizens' facilities or interacting with Citizens employees or policyholders to wear face masks, reach out to 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 challenging time.