



Positive Management Leadership
Leadership Lessons That *Change* People.™



January 2021

Positive Management Leadership,
Inc.

**COVID-19 Operational Response Plan
For All PML Leadership Programs**



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1 Overview

Positive Management Leadership Commitment

During this unsettling global event, our number one priority and commitment is doing the right thing for the health and safety of our clients, our participants, our staff and our community. There is nothing more important to us than the safety and well-being of the entire PML community. With COVID-19 officially listed as a pandemic by the World Health Organization (WHO), and with so much yet to understand, we want to share with you the proactive steps we are taking to help ensure safety and health of those who attend our programs.

Guidance from the World Health Organization (WHO), the Centers for Disease Control (CDC), SC Department of Health and Environmental Control (SCDHEC), SC Restaurant and Lodging Association, and other authorities frequently changes. This document reflects our best knowledge at the time of this writing and will be continually updated to incorporate new learnings as they surface. Accordingly, PML may see fit to revise these guidelines based on the latest guidance.

Note about Vaccines: Vaccines have been developed and are being distributed. However, we will continue maintaining and complying with this documented protocol regardless of one's vaccination status until further notice. These steps are necessary to ensure we provide a safe learning environment for our diverse group of participants and for our PML staff. Thank you for your understanding and helping us make this as safe a learning environment as possible for all.

Hilton Greenville Commitment to Clean

The Hilton Greenville hotel has a longstanding commitment to cleanliness and safety for their employees and guests. The Hilton Brand has developed health and safety guidelines with help from the Mayo Clinic's Infection Prevention and Control team and in accordance with CDC guidelines. The Hilton Greenville has specifically adapted the Hilton CleanStay™ initiative for all PML leadership programs. Please review the "[Hilton Greenville Commitment to Clean for PML Leadership Programs](#)" document for more information about the experience of participants and PML staff at the Hilton Greenville. PML anticipates that these guidelines and protocols will evolve based on the recommendations of public health authorities and must be done in compliance with any federal, state and local laws.



2 Pre-Program Protocols

Pre-Program

Prior to each PML leadership program, we will send a regular cadence of emails to our participants and staff members (“attendees”), requesting them to complete the health self-screening assessment (below) for symptoms prior to participating in a any of our leadership programs. Should any attendee assess themselves as sick, symptomatic, or potentially exposed to COVID-19, they should not attend the program, notify PML as well as their employer, partnering with their employer to provide a substitute to the program.

Self-Screening Guidelines

One way to potentially prevent the spread of COVID-19 is for individuals who are sick, symptomatic, or potentially exposed to COVID-19 to “self-isolate” (in other words, remain at home) for an appropriate period of time. To help ensure the safety of our PML staff, participants and community, PML requires ALL attendees to self-screen for symptoms prior to participating in our program. Each individual must assess whether they have had any of the following in the 72 hours prior to any PML program:

- A temperature over 100.4 degrees Fahrenheit
- The following respiratory symptoms, where not attributed to other health conditions:

Dry repeated cough	Shortness of breath	Difficulty breathing
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- The following non-respiratory symptoms, where not attributed to another health condition:

Chills	Muscle or body pain	Sore throat
New loss of taste or smell	Fatigue	Headache
Congestion or runny nose	Nausea or vomiting	Diarrhea

If you have experienced any of the above symptoms, you may not participate in a PML leadership program until:

- your fever, if any, has subsided for 72 hours (three full days) without the use of medicine that reduces fever; AND
- other symptoms have improved; AND
- ten (10) days have passed since your first symptoms.

Additionally, you may not participate if you have:

- been diagnosed with COVID-19 in the last 14 days;
- been in close contact¹ with someone diagnosed with COVID-19 in the last 14 days;
- been exposed to COVID-19 in the last 14 days;
- traveled on a cruise ship in the last 14 days; or,
- been out of the country or traveled to a region that has been identified as a “hot spot” by the CDC or public health officials.

Should you meet any of the above criteria, please contact your employer, your nominator or PML immediately to request guidance and instruction.

¹ Note: The United States Centers for Disease Control and Prevention (CDC) defines “close contact” as being within approximately 6 feet (2 meters) of a person with COVID-19 for a prolonged period of time (such as while caring for, living with, or sharing a healthcare waiting area or room—for a period of approximately 10 minutes or longer), or having direct contact with infectious secretions of a person with COVID-19 (such as being coughed on).



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Program Protocols: Registration

Physical Distancing & Queuing

Upon arrival to the meeting space where the registration process is held, all attendees will be advised to practice physical distancing by standing at least 6 feet (2 meters) away from other people, including where attendees are in queue for the program registration. Such areas will be clearly marked for appropriate physical distancing and encourage one-way flow with marked entrances and exits.

Screening Questions

As attendees register for the program, they will be asked to answer pre-registration assessment questions. Attendees answering YES to any of the pre-registration assessment questions (below) may not attend the program, and should contact their employer and their nominator immediately to request guidance and instruction.

- Have you or any household members been diagnosed with Covid-19?
- Have you or any household members currently experienced any of these symptoms listed above within the last 14 days:
 - A temperature over 100.4 degrees Fahrenheit?
 - The following respiratory symptoms, where not attributed to other health conditions:
 - Dry repeated cough?
 - Shortness of breath?
 - Difficulty breathing?
 - The following non-respiratory symptoms, where not attributed to another health condition:
 - Chills?
 - Muscle pain?
 - Sore throat?
 - New loss of taste or smell?
 - Fatigue?
 - Headache?
 - Congestion or runny nose?
 - Nausea or vomiting?
 - Diarrhea?
- Have you or any of your household members traveled outside of the country, or to any city that is or has been considered a "hot spot" for Covid-19 infections within the last 30 days?

Additionally, attendees who develop any of the symptoms listed above during the course of their participation in a PML program should alert Terry or Michelle Dunn as soon as possible, so PML can work with the attendee to determine whether he or she should discontinue his or her participation in the program.

Personal Protective Equipment

Each attendee will receive an individually packaged and federally approved KN95, non-medical respiratory protection mask and disposable powder-free vinyl or nitrile (non-latex) gloves upon registration. During portions of our programs, the KN95 mask and gloves **will be required** to be worn by all attendees, as social or physical distancing may not be possible or practical. During the remainder of the program, even when physical distancing is possible and practical, PML requires the use of KN95 masks, and will offer KN95 masks for attendees to use. The mask we are providing is designed for filtration efficiency equal to or greater than 95 percent.



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Program Protocol: Program

Signage

Signage that aligns with CDC information and guidance, including how to avoid infection will be posted in meeting spaces where attendees frequently enter or exit. Signage will remind attendees of the proper way to wear, handle and dispose of face coverings, use gloves, wash hands, and to avoid touching their faces.

Hand Cleaning

It's important to practice good hygiene. If not wearing protective gloves, all attendees should follow CDC guidance regarding handwashing and use of hand sanitizer. Attendees should wash their hands with soap for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, smoking, eating, drinking, accepting items from another attendee or hotel employee. Only disposable towels will be available to dry hands after washing. Lysol® brand hand sanitizers will be available in areas where attendees are located throughout the program, including breakout rooms, conference rooms and meeting spaces.

Other Material

Hilton Greenville will provide tissues and no-touch disposal receptacles for attendee use. PML will also provide disinfecting wipes for attendees to use. Attendees should not share any materials with each other without first thoroughly disinfecting those materials.

Physical Distancing

Keeping space between individuals is one of the best tools we have to avoid being exposed to this virus and slowing its spread. As recommended by the CDC's physical distancing guidelines, all attendees are advised to practice physical distancing by standing at least six feet (2 meters) away from other groups of people not traveling with them while actively engaged in the program. While we encourage the practice of physical distancing, we understand it is not always possible. Consistent with CDC and SCDHEC guidance, when physical distancing is not possible or practical, the use of provided KN95 masks **will be required**.

Elevators

During peak times of our program, the Hilton Greenville will provide an elevator attendant to control the elevator. Use of elevators will be limited during these times to no more than four attendees, wearing KN95 face masks. Elevator use will be limited to four persons, wearing face masks, outside of peak times when a hotel attendant is present.

