



Dear Members,

The current coronavirus environment continues to put a great burden on all of us, especially our dedicated staff who continue to provide extraordinary service to our members. They are truly the heart and soul of University Park Country Club and without them the member experience would not be the same.

We are so incredibly fortunate, with your support, to have been able to maintain employment of all staff should they elect to work. Our staff continues to keep all of our departments going including the golf and golf course maintenance operations, tennis and croquet and food and beverage. Our administrative staff are working to keep the business going, processing the daily work, paying the bills, answering the phones, etc.

For almost all of our team members, this job is their only source of income, and for many of them that income has been reduced. A few of our team members have chosen to remain home and self-isolate for personal reasons and we honor and respect their decision.

UPCC management and the RD Board of Supervisors are committed to helping our staff during this difficult time. In addition to creative scheduling, adjusted pay rates, encouraging the use of paid time off and vacation, we are also providing the following assistance to staff:

- All staff with reduced hours remain club employees so that they can quickly come back to work as needed, and more importantly, so those with health insurance and

other benefits can continue to receive those benefits.

- Our management staff is helping staff navigate the government assistance programs available including the Families First Coronavirus Response Act, Paid Sick Leave and Family Medical leave as applicable.

Despite all of our best efforts and the amazing support that our members have shown in terms of supporting our TO GO food and beverage service and your cash tips for our restaurant and bag drop crew, the reality is that the majority of our staff are bringing home considerably less than they were just a few short weeks ago. Those that chose to temporarily pause their employment for personal reasons are not bringing home any income.

Compounding the reduced hours is the fact that these weeks that we have been closed or working under the Coronavirus restrictions, are normally our busiest weeks of the year when staff are able to save money for the lean months ahead.

Members have been asking how they can help and how they can show their appreciation for the extraordinary staff effort. I have been reluctant to reach out as you have been so generous thus far but with the worst of the financial impact ahead of us, I find that it is time to ask you to help us help our dedicated employees in their time of need.

Your care and concern are deeply appreciated and to make this process as simple as possible we will be using a donation method similar to other such appeals and for collection of the Holiday Gratuity Fund. These funds will be distributed to and solely used for the team members based on a number of criteria including need, length of service, disparity between current pay rate and average pay rate for a similar time period and other criteria as may be presented while we work through this process. The distribution will be managed by the GM and HR Director with guidance from board members and leaders in our community.

Donating is easy. Simply click below on the button and you will be taken to a new, UPCC CARES page where you can respond with an amount that you would like to donate. Your donation will be added to your member account and you will see the charge on your April 30th member statement. Cash and checks are also acceptable ways to make a donation and they can be dropped off at the Administration office, Monday – Friday, 8:30 – 5:00 pm.



This past month has been filled with much stress and anxiety but it has also been filled with opportunities to see the best in our team who have stepped up and stepped outside of their fear to help us continue to serve you.

Thank you for your support, words of encouragement, high fives, notes and gifts. They are all so appreciated and remind us why we love working here so much. We are all looking forward to embarking on the next step on this Coronavirus journey but one thing that won't change is the very best member experience that you have come to expect and deserve.

Please stay safe and be well and continue to observe all the guidelines for social distancing and staying safer at home.

Sincerely,

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