

Employee FAQs – Monarch closure amid COVID 19

3/26/20

1. When will I get paid?

- a. Pay will be processed on the normal schedule. Paychecks for the period worked between 2/29 and 3/13 posted 3/20. All paychecks, aside from direct deposit and those picked up, were mailed Friday afternoon, March 20. The next payday is Friday, April 3, and will cover the period between 3/14 and 3/27.

If you need to update the information we have on file for you, please email info@skimonarch.com with the change or any questions you may have.

2. Will I get any additional pay since I no longer have a job with Monarch?

- a. An additional week of pay will be included following the last week you worked. When you get paid for this will depend on the last week you work(ed). For most, that will be on the next paycheck of April 3.

3. Can I file for unemployment?

- a. Yes, you can begin that process by going to www.Coloradoui.gov to file a claim.

When filing, you will need your hire/rehire date for the 2019-20 season. (this will be a link to the spreadsheet)

4. How do I turn in my uniform/keys/nametag...etc?

- a. Please return any Monarch property to the Monarch Outpost at 123 N. F Street in Salida. You must CALL FIRST to make sure Brad is there and so he can expect you. Knock on the door when you arrive. Make sure your name and department number is attached to the items. Exercise distancing and don't touch what you don't have to.

5. How do I get my stuff I left at Monarch?

- a. All buildings are on lock down so you will need to make an appointment to come up and collect your items. Send an email to info@skimonarch.com or call 719.530.5000 – select option 4 or 5. Tell me your name, department, what you left and where, and we'll set a date/time for pickup. Availability is Monday and Thursday, 8am-noon.

6. I'm supposed to work but feel it would be prudent for me to stay home. What are my options?

- a. If you are one of the very few people continuing to work at the mountain and feel you can no longer do so, contact your division VP (Scott@skimonarch.com or BL@skimonarch.com) for direction. If you don't know which one, contact info@skimonarch.com.

7. If any of the other areas reopen, are our ski-aways still valid?

- a. Although it is highly doubtful that any of the areas will reopen, if any of our ski-away partners should reopen this season, yes, ski-aways would be valid. Only online requests, through PowderPlace would be accepted and we'd have to figure out at that time how you'd get your voucher.

8. How do I stay current regarding Monarch employee information?

- a. Updates are posted to PowderPlace, including to this FAQ as more questions arise and

answers change. It's dated at the top and most recent changes are in a different color font. Check back often.

- b. When you dial Monarch's main number, 719.530.5000, option 1 is the employee recorded message line. This is updated less frequently than PowderPlace, and when we have a particular message to get out.
- c. The Monarch Employee Network on Facebook is another way we are getting messaging out, as well as community and other helpful links. Let us know how you're doing.

9. I need to get ahold of someone for a different reason. How can I contact someone who's working?

- a. Call the main number, 719.530.5000 and select option 2, 3, 4, or 5. Phones are answered Monday through Thursday, 8am – 4pm.
- b. Email info@skimonarch.com. Tell me what you need and I'll either forward the message to the right person or get back to you.