



LAUGHLIN CONSTABLE

Communications Materials Templates

COVID-19 Workplace Confirmed Case

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We realize each situation will likely be different, so we offer these as an easy guide for individual businesses to review with their communications/legal team and to customize accordingly.

COMMUNICATION STEPS TO CONSIDER, AS APPLICABLE FOR YOUR SITUATION

- Letter for employees, union leadership, as appropriate, regarding potential exposures, temporary restrictions, closures or resuming normal operations
- Letter for clients/customers via email, as appropriate, regarding potential exposures, temporary restrictions, closures or resuming normal operations
- Letter for vendors, delivery and business partners, as appropriate, regarding potential exposures, temporary restrictions, closures or resuming normal operations
- Statement/note to be posted at point of entry onsite if appropriate to communicate temporarily closing/restricted access/reopening
- Statement for website if appropriate to communicate temporarily closing/restricted access/reopening
- Statement/post for social media if appropriate to communicate temporarily closing/restricted access/reopening
- Media statement for inquiries regarding reported case
- Community management responses (questions about exposure, refund policy for attractions, inquiring about favorite server/how to support, etc.)
- Google listings or other resources that include business hours (mitigate confusion and on-site attendance)
- Recorded voicemail messaging if temporarily restricting service/hours, closing or when setting reopening date

INTERNAL COMMUNICATIONS

If/When Employee Tests Positive for Coronavirus

Valued team members,

I want to let you know that we were just notified that a member of our team has tested positive for novel coronavirus COVID-19.

The individual (was notified that they may have been exposed/began feeling symptoms) on DATE and (left the office, did not report to work, began self-quarantine) and was tested. This individual was in/last in the (office/restaurant/museum/etc.) (time frame: e.g., Monday through Friday).

We are in direct contact with and have received guidance from the (location, city/county) Department of Health, which has told us (DETAILS: e.g., other employees are at low/high risk). To date, (none/number) other team members who had contact with this individual are showing symptoms. Therefore, the Department of Health is recommending (DETAILS: e.g., quarantine for certain individuals or not, etc.). The individual who tested positive can leave quarantine DATE assuming they are not showing symptoms.

As always, the well-being of our employees is of the utmost priority to us. Due to this situation, we are establishing the following protocols to help keep our team safe:

- OFFICE: (ADD DETAIL re: WFH, office cleanings, additional policies for employees re: cleaning, health guidelines, travel, etc.).
- RESTAURANT/RETAIL/ATTRACTION: (ADD DETAIL re: moving to delivery/take out only, temporary closing for deep cleaning, permanent closing until specific date, additional policies for employees re: cleaning, health guidelines, travel, etc.).

Please know that we are closely monitoring this situation with the Department of Health, and we will keep you informed of any updates. If you have any questions or need additional information, please reach out to (CONTACT).

I appreciate your patience and support as we continue to work through this together and as a community.

Sincerely,
(NAME)

For up-to-date developments, research, and guidance from the CDC, please go to www.cdc.gov.

EXTERNAL COMMUNICATIONS

Workplace Setting with Employee Case and Need to Inform

We have been notified that an individual who works for **COMPANY NAME** recently tested positive for the novel coronavirus (COVID-19). The individual has been in self-quarantine beginning **DATE** since they **(tested positive, began feeling ill, were notified they may have been exposed)**. We are in close contact with the **(location, city/county)** Department of Health and are following all recommended protocols.

The safety, health and well-being of our **(fill in as appropriate: tenants, staff, customers, partners and vendors)** is our top priority, and we are **(fill in as relevant: conducting deep cleaning measures throughout the building, closing the building temporarily for a thorough deep cleaning, implementing a remote/work from home protocol, etc.)** to ensure the safest possible working environment for our team and those with whom we work.

We have been advised by the Department of Health that **(add relevant information about Dept. of Health recommendations for closure/non-closure of building, status as low/high risk per CDC guidelines for exposure risk, etc.)**. As a valued **(business partner/customer/guest)** we wanted to make you aware.

The CDC and health officials recommend we all observe the following guidelines to help prevent the spread of coronavirus:

- Clean your hands often by washing with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Cover your cough or sneeze with a tissue or inside of elbow, and discard used tissues in the trash. Avoid coughing or sneezing into your hand.
- If you are feeling sick, stay home and call your doctor to inform him/her of your symptoms and potential exposure.
- Avoid close contact with people who are sick with any illnesses.
- Clean and disinfect frequently touched surfaces daily.

For up-to-date developments, research, and guidance from the CDC, please go to www.cdc.gov.

EXTERNAL COMMUNICATIONS

Public Space with Employee Case and Need to Inform

We have been notified that an individual who works for **COMPANY NAME/LOCATION** recently tested positive for the novel coronavirus (COVID-19). The individual was last onsite **DATE**.

Immediately upon learning of the news, we implemented all steps advised by the **(location, city/county)** Department of Health to ensure the safest possible environment for our team and our guests. Steps taken/being taken include **(fill in relevant protocols and business decisions: conducting deep cleaning measures throughout the building, closing temporarily for a thorough deep cleaning, closing for set time period, transitioning restaurant to pick up/delivery only, having those potentially exposed self-quarantine, etc.)**

The **(location, city/county)** Department of Health has determined that other **(team members/customers/guests)** are considered **(add relevant information about high/low exposure risk as determined by Dept. of Health/per CDC guidelines on exposure)**.

INCLUDE IF HELPFUL/APPROPRIATE FOR COMMUNICATION VEHICLE:

As a reminder, the CDC and health officials recommend we all observe the following guidelines to help prevent the spread of coronavirus:

- Clean hands often by washing with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.
- Avoid touching eyes, nose and mouth with unwashed hands.
- Cover cough or sneeze with a tissue or inside of elbow, and discard used tissues in the trash. Avoid coughing or sneezing into hand.
- If feeling sick, stay home and call your doctor to inform him/her of your symptoms and any potential exposure.
- Avoid close contact with people who are sick with any illnesses.
- Clean and disinfect frequently touched surfaces daily.

For up-to-date developments, research, and guidance from the CDC, please go to www.cdc.gov.

MEDIA STATEMENT FOR USE IN RESPONSE TO MEDIA INQUIRIES

“On **DATE**, a member of our team was notified that they tested positive for COVID-19. Under guidance of the **(location, city/county)** Department of Health, we immediately notified our employees and **(customers, building manager, others)** and implemented **(office deep cleaning, temporarily closed for deep cleaning, closed our business/office immediately, the following actions as directed by health experts, etc.)**.”

“We take our responsibility for the safety and well-being of our **(employees/customers/clients/others)** very seriously, and are taking all appropriate actions to support them during this time.”

IF PRESSED FOR DETAILS ABOUT THE SPECIFIC INDIVIDUAL TESTING POSITIVE:

“Out of respect for this individual’s privacy, we are not releasing the name of this employee.”

IF PRESSED FOR INFORMATION ON THE STATUS OF OTHERS ON THE TEAM:

“At this time, **(no one is reporting symptoms/employees considered higher risk are in self-quarantining/ authorities are not recommending any other employees be tested.)**”