**[DATE]**

Re: Preventative measures to limit the impact of novel coronavirus (COVID-19)

Dear Leaders:

**In case you haven't heard it today - thank you! Thank you for everything that you are doing to keep our employees, customers, and clients healthy and informed.** Given the evolving data regarding cases of COVID-19, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to address a number of business concerns, and would like to update you on a few key policies and practices. The situation we face is extremely fluid, changing not daily but on an hourly basis. Leaders and employees are responsible for checking communications regularly throughout the day, to include: email, electronic bulletin boards, postings adjacent to time-clocks and **[insert any other locations where leadership can receive updates]**.

**In order to control chaos, gossip and misinformation, we are not sending this communication to all employees. Rather, we would like for leaders to share this information with their teams within the next 24-48 hours, and make themselves available to answer questions.** This can be accomplished through huddles, team meetings, and/or 1-1 meetings.Given the CDC’s current guidelines regarding social distancing guidelines (i.e., limiting close contact with others by maintaining a distance of at least six (6) feet), as well as the White House guidance to avoid gatherings of 10 or more individuals, you may need to have multiple meetings with smaller groups.

First and foremost, we want to maintain a safe workplace and protect the health of employees and **[insert customers, clients, etc., as relevant]**. We also want to ensure the continuity of business operations. To that end, effective immediately, here are a few newly implemented practices:

**Reporting to Work and Attendance**

* Employees who have symptoms of acute respiratory illness (i.e., fever, cough, shortness of breath, etc.) are recommended to stay home and not come to work until they are free of fever (100.4° F [38.0° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick.
* Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be sent home immediately and advised to contact their own health care provider for evaluation as appropriate.
* We will continue to follow our normal sick time, PTO, and FMLA policies until further notice. If an employee is sent home, or does not report to work because they are sick and/or quarantined, and they do not have any sick time accrued, please contact Human Resources to discuss options related to employee pay. The Company will strive to keep all employees compensated during this time.
* Managers and Supervisors should monitor timekeeping and PTO tracking systems to ensure accurate and timely pay for their employees who may not have access to their timesheets due to being quarantined and/or out sick.
* Managers are advised to pro-actively cross-train their team members, to the extent possible, in order to keep operations running smoothly even if key staff members are absent.
* We are aware that many school systems in the surrounding areas have temporarily suspended classes. To the extent possible, employees are encouraged to find alternative childcare arrangements. If an employee needs to stay home to care for their child(ren), supervisors may consider on a case-by-case basis whether working another shift or offering alternative working hours could be accommodated.

**Staffing Plan**

* Supervisors are encouraged to communicate with all employees the importance of maintaining business operations, and that asymptomatic employees are required to report to work as scheduled. They may continue to request sick time, PTO, and/or other leaves of absence in accordance with our normal policies and procedures.
* In the event of a staffing shortage, supervisors are permitted to consider the following courses of action:
	+ Mandated overtime and/or double shifts
	+ Utilizing cross-trained staff members from other departments
	+ Utilizing external staffing support by working with temporary employment agencies.
* Managers who are considering taking advantage of alternative staffing models should contact the Human Resources Department.

**Remote Working Arrangements**

* In an effort to limit exposure, the Company has taken measures to allow more employees to work remotely. **[INSERT RELEVANT INFORMATION ABOUT REMOTE WORK OPTIONS AND/OR REQUIREMENTS]**

***[OR]***

* Currently, the Company does not offer remote working arrangements. However, the Company will consider on a case-by-case basis requests from employees to work from home during this time. While not all positions are conducive to telework, those positions with primary job duties that can be effectively performed remotely will be given consideration. Please discuss all requests with the Human Resources Department prior to approval.
* Supervisors are required to follow our standard performance management practices and procedures with respect to employees working remotely.
* During this time, IT support services will remain available through the Help Desk.

**[*If Applicable]* Dining Facilities**

* As of **[DATE],** all of our on-site dining facilities will close to on-premises consumption of food or drink. Our dining facilities may continue to offer food for take-out provided that they follow the social distancing protocols set forth in the guidance from the CDC and other public health agencies.
* We encourage employees to follow responsible social distancing protocols and eat their meals in the conference rooms, break rooms or meeting rooms, as necessary. Please remind employees to be mindful of their teammates and clean up after themselves in these public spaces.

**Meetings**

* As of **[DATE]**, leaders are encourage to conduct all internal meetings via telephone or video conference only.
* If an in-person meeting is necessary, leaders are advised to limit meeting attendees to less than 10 people and must abide by the CDC’s social distancing guidelines (i.e., limiting close contact with others by maintaining a distance of at least six (6) feet).
* IT support services are available through the Help Desk. Managers and supervising needing assistance to set up telephone or video conference options should contact IT.
* All external meetings with customers and clients are prohibited unless they are conducted remotely.

**Leaves of Absence**

* Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be sent home immediately and advised to contact their own health care provider for evaluation as appropriate.
* **[*If Applicable*]** Symptomatic employees, or those employees who have a family member with symptoms of COVID-19, may qualify for protected leave under the Family and Medical Leave Act (FMLA). If the employee is ineligible for leave under the FMLA or has exhausted available leave, they may still qualify for a leave of absence under the Americans with Disabilities Act (ADA). Employees requesting a leave of absence should contact the Human Resources Department.

**Cleanliness and Hygiene**

* The Company has enhanced our procedures with respect to routine environmental cleaning. **[Insert any relevant measures about additional sanitization measures performed, i.e, contracting professional cleaning services].** However, this situation calls for all of us to be aware and willing to pitch in. If you see something, say something!
* Please pay special attention to high traffic areas or high “touch” areas and take the initiative to clean them with a Clorox wipe. This includes daily cleaning of your workstation, including your desk surface, keyboard, telephone, cell phone, etc. Please encourage your employees to do the same.
* Remind your employees about appropriate hygiene practices in order to limit exposure. These include:
	+ Avoiding close contact with people who are sick.
	+ Avoiding touching the eyes, nose, and mouth.
	+ Staying home when sick.
	+ Covering a cough or sneeze with a tissue, and immediately throwing the tissue in the trash.
	+ Washing hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.

## **Employee Resources**

## **[The following are examples only. Employers should edit these offerings as needed to correspond to benefits provided through their company).**

* **Employee Emergency Fund**

Remind employees that we have our internal Employee Emergency Fund to help with personal and family emergencies.

* **EAP**

As always, our EAP is available for employees (and their families) if they are experiencing stress or anxiety or seeking alternatives for childcare, elder care, etc.

* **Worker’s Compensation**

If it is determined that an employee is diagnosed with COVID-19 by a medical professional, and it is determined they contracted COVID-19 through contact with coworkers or other individuals during the course of their work, they may be eligible for Worker’s Compensation.

* **[Outline any special services or changes to your health insurance – i.e. covering testing, etc.]**
* **[Outline any company-provided disability benefits, as applicable]**
* **[Outline any guidance with respect to company-provided retirement benefits, as applicable]**

Supervisors should direct questions regarding any of the above to the Human Resources Department or their immediate supervisor. We thank you again for your efforts in helping us manage our operations during this difficult time.

Your Senior Leadership Team,

**[Insert Appropriate Individuals Here]**