Sample – Public Messaging on COVID-19

Scenario 1: Business Continuity Message

As the novel coronavirus (COVID-19) continues to spread globally, [COMPANY NAME] has been closely monitoring recommendations from the World Health Organization and the Centers for Disease Control regarding workplace health and safety.

Currently, our offices are open for business as usual. If the outbreak would necessitate the closing of an office or offices, we have contingency plans in place to continue meeting our clients’ needs, from alternative locations and are fully prepared to work remotely, if that were to become necessary.

We hope that you and your family remain healthy and safe throughout this global health challenge.

Please contact us with any questions you may have.

Scenario 2: If [Company Name] Needs to Close Office(s)

[COMPANY NAME] has been closely monitoring the World Health Organization and the Centers for Disease Control’s updates and recommendations regarding the novel coronavirus (COVID-19).

After careful consideration [and in consultation with GOVERNING AUTHORITY], we have decided to physically close our LOCATION OF office FOR PERIOD OF TIME / UNTIL THE AUTHORITIES DEEM IT SAFE TO REOPEN.

We have no known reports of infection among our employees. We are voluntarily taking this step to minimize the risk of infection to any of our clients or team members during the outbreak.

We are fully prepared to work remotely, with no interruption of service to our clients.

We hope that you and your family remain healthy and safe throughout this global health challenge.

Please contact us with any questions you may have.

Scenario 3: If An Employee May Have Been Exposed

We have learned that a [COMPANY NAME] employee at our LOCATION office may have been exposed to the novel coronavirus (COVID-19). The individual is self-quarantined at home.

Out of an abundance of caution, we have closed the office and asked all employees to self-quarantine for a period of 14 days. We are working with NAME OF AUTHORITY to identify any individuals who may have had contact with our colleague.

We are fully prepared to work remotely, with no interruption of service to our clients.

We hope that you and your family remain healthy and safe throughout this global health challenge.

Please contact us with any questions you may have. Visit our dedicated COVID-19 Resource Center for regular news and updates.

Scenario 4: If An Employee Was Exposed to Someone Who Tested Positive

We have been notified that a [COMPANY NAME] employee had direct contact with an individual who has tested positive for the novel coronavirus (COVID-19). Our colleague has self-quarantined and will undergo testing, if medical professionals recommend it.

We are working closely with NAME OF AUTHORITY to identify any individuals who may have had contact with our colleague.

Out of an abundance of caution, we have decided to close the LOCATION office for 48 hours while we thoroughly sanitize and disinfect the premises.

Our attorneys and staff are fully prepared to work remotely during this time, with no interruption of service to our clients.

We hope that you and your family remain healthy and safe throughout this global health challenge.

Please contact us with any questions you may have.

Scenario 5: If An Employee Tests Positive

We have been notified that a [COMPANY NAME] employee has tested positive for the novel coronavirus (COVID-19). Our colleague is being treated by medical professionals / is experiencing minor symptoms and has self-quarantined. Our thoughts are with our friend and colleague.

We are working closely with NAME OF AUTHORITY to identify any individuals who may have had contact with our colleague. If you are concerned, please contact AUTHORITY.

Out of an abundance of caution, we have decided to close the LOCATION office for the next two weeks. During that time, our employees will self-quarantine as they work remotely. Our office will be completely disinfected before it reopens.

We are fully prepared to work remotely, with no interruption of service to our clients.

We hope that you and your family remain healthy and safe throughout this global health challenge.

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