



Email Communication

Organizations are at different stages in their communication process with staff and clients. If you have not already sent out a communication regarding how everyone should protect themselves and what steps they should take if they have symptoms or have the virus, it is recommended that you begin with sharing that information as soon as possible.

Here are some ideas for email communication:

1. This is our personal favorite – it allows some forgiveness for response times:

***Please note** that we have been experiencing a higher than normal volume of emails and phone calls at this time and our response time will be delayed. We will do our best to get back to you as soon as possible. Thank you for your patience.

2. Parent Email – Steps we are taking to prevent spread – SAMPLE:

Dear Parents,

We wanted to provide you with more information regarding the recent media coverage and local concerns around COVID-19. [BUSINESS NAME] has been working closely with Public Health in a proactive capacity to ensure our community remains healthy. This update is to share the advice and recommendations we have received from Public Health.

[BUSINESS NAME] takes the health and safety of our community very seriously. To continue to help minimize the risk of COVID-19 to [BUSINESS NAME], we are taking the following actions:

1. All staff are asked to use hand sanitizer regularly through out the day.
2. Students and instructors have a washing hands routine in place every 55 minutes.
3. We have increased our regular cleaning routines and will continue to take guidance from public health on this matter
4. We will continue to be in touch with Public Health to ensure there are no additional precautions that we should be taking

Please support us in our efforts:

1. Please keep your child at home if they have a fever/ cough or respiratory symptoms
2. Please do not come into the school or send anyone to drop off or pick up with symptoms of fever/ cough or respiratory symptoms
3. Follow updates and guidelines from [INSERT LINK TO YOUR LOCAL PUBLIC HEALTH OR CENTER FOR DISEASE CONTROL]

Thank you for your support and cooperation as we all work together to keep our community healthy and informed.



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3. Parent and Staff Email – Someone is sick (not COVID-19) – SAMPLE:

Dear Parents,

We want to inform you [BUSINESS NAME] has had two cases of vomiting, and one case of diarrhea over the weekend. We assure you that we are taking all necessary precautions, and the centre and toys will be disinfected. We will also be eliminating all sensory play until everyone is healthy.

What we need from you:

1. Absolute compliance with not sending your child back to school until they are symptom free for **48 hours**. We are taking measures as if we are in outbreak with the hopes of eliminating the illness before it can spread.
2. If your child is showing any signs of feeling under the weather (tired, lethargic, acting out of character, etc.) please keep them home.

Disinfecting for Stomach Flu:

Lysol will not do the trick. You need to mix 1/3 cup bleach with 4 litres of water. Surfaces should be sprayed and left for 5 minutes. Bedding and linens should be washed in the hottest water possible.

We assure you we are doing everything necessary to keep the children and staff healthy and we will update you if we have more cases.

Thanks so much,



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4. Parent and Staff Email – Someone has contracted COVID-19 – SAMPLE:

Dear Parents,

This evening [BUSINESS NAME] was notified that one of our members has tested positive for the COVID-19 virus. This individual was present on Friday but he was not present in [LOCATION or DATE]. He is now in self-isolation at home.

In addition, a parent who had contact with the individual was present at [BUSINESS NAME] briefly on Friday. This member is currently asymptomatic and as a precautionary measure has placed himself in self-isolation. [BUSINESS NAME] has spoken with Public Health this evening and they have advised us that there is no need to cancel classes as there was no direct contact with the individual that tested positive.

Although Toronto Public Health has determined that this is low risk, we have decided to close [BUSINESS NAME] tomorrow (Monday) to be prudent. [BUSINESS NAME] will resume activities tomorrow (Tuesday). OR [BUSINESS NAME] will remain open as per the advice of Public Health.

As an added measure we are having the school professionally cleaned before we open tomorrow at 9 AM. This has not been mandated or recommended by Public Health but we are doing it out regardless out of an abundance of caution.

The health and safety of our students, staff and families is paramount and we assure you that we will update you if there is more information that we need to share.

Thanks for your understanding and flexibility. See you in the morning.



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5. Parent Email – We are still open! – SAMPLE:

Hi All,

As everyone is now likely aware, there have been many, many cancellations because of the COVID-19 Coronavirus, including most recently the public school system for 2 weeks AFTER March Break.

We, at [BUSINESS NAME], want to protect the families we provide services to as well as the people providing those services. However, the risk of contraction still remains low so our goal at [BUSINESS NAME] is to remain open until it's deemed unsafe to do so, so that we can continue to provide our clients with the much-needed service that they require.

We will assess that situation as it arises and keep you as informed as possible.

We are urging everyone to following the most recent recommendations regarding the virus from the World Health Organization are listed here:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Although [STATE/PROVINCE] is still considered low risk, **if you are experiencing any of symptoms of COVID-19 either as a service provider or as a client, we are strongly recommending you cancel service and self-quarantine for the recommended time period.**

The health of our families, and our communities, especially those with underlying health issues would be preserved as a result of your actions.

You can keep up to date with the Governments recommendations here: [INSERT LINK TO YOUR LOCAL GOVERNMENT]

ONTARIO, CANADA: <https://news.ontario.ca/newsroom/en>

Families, if you are considering pausing services, please contact your program director directly. Likewise, if you would like to increase services while your child is not in school, please let us know.

We will get through this together by putting our families and our communities first.

As always, I am only a call or click away if anyone has any questions or concerns.

Continued good health everyone,



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6. Parent Email – We are closed – SAMPLE:

Hi everyone,

In [STATE/PROVINCE], the number of confirmed cases of COVID 19 continues to rise and closures across the child care industry (and all industries) are being announced. Thus, [BUSINESS NAME] is moving forward with further measures that prioritize the health and safety of our clients and staff members.

After careful thought and deliberation, it is [BUSINESS NAME]'s responsibility in the face of the COVID 19 (Coronavirus) outbreak, and in what we believe is in the best interest of our families; **[BUSINESS NAME] will close until at least [date].**

Events seem to be changing day by day, so this temporary closure may change. We will keep you up to date.

[BUSINESS NAME] has **not** been made aware of any of its clients or employees having tested positive for COVID 19. [BUSINESS NAME] continues to ask that any person who tests positive contact [BUSINESS NAME] confidentially so that we are apprised of the facts with respect to their presence at our centres.

We are in the process of creating a members-only Facebook group for our parents. In addition, we will be offering some parent coaching on programs that you can run with your child over the break.

Please let us know if you would be interested in some video coaching sessions and we can prioritize those for you.

[BUSINESS NAME] thanks all families for their understanding and would also like to thank our dedicated staff for their hard work through these unprecedented times.

Be safe and stay healthy!

The [BUSINESS NAME] Team

Hello Everyone,

We also wanted to send out a social story to help your kiddos process this change in their routine.

As mentioned in the previous email, if you need any additional support over the next three weeks please do not hesitate to reach out. We will do our best to virtual support you in anyway we can. Whether, you need a visual schedule for your home, programs to run, or parent support.

We can be there to support you.

<https://www.teacherspayteachers.com/Product/FREE-Coronavirus-COVID-19-Social-Story-5319239>

<https://theautismeducator.ie/2020/03/11/corona-virus-social-story/>



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7. Email to staff – we are open, but assessing whether or not you want to work – SAMPLE:

Hi everyone,

We're sure by now you've heard that public schools are remaining closed for 2 weeks after March break. At some point in time, we may also be forced to close if the government declares so.

Our goal at [BUSINESS NAME} is to remain open until it's deemed unsafe to do so, so that we can continue to provide our clients with the much needed service that they require. Obviously, this also supports all of our ability to maintain an income.

However, we would like a pulse check of who is comfortable working right now and who isn't. For those of you who are not comfortable, we have had a few clients cancel so we may be able to go down in staff for a while. For those of you who are comfortable working, that's terrific!

Insert only if necessary [I/We want to be completely upfront on where we stand. We are a small company with very small margins. The reality of this is that if we are closed for any period of time, no one will get paid and if we are open, but kids don't come, there will be reduced working hours.]

We will assess that situation as it arises.

Yours truly,



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8. Staff email – we are closed – SAMPLE:

NOTE: **Important to follow up with a personal phone or a group meeting as this email implies that they are all out of jobs indefinitely

Hi everyone,

It is with great sadness that I type this email.

In [STATE/PROVINCE], the number of confirmed cases of COVID 19 continues to rise and closures across the child care industry (and all industries) are being announced. Thus, [BUSINESS NAME] is moving forward with further measures that prioritize the health and safety of our clients and staff members.

After careful thought and deliberation, it is [BUSINESS NAME]'s responsibility in the face of the COVID 19 (Coronavirus) outbreak, and in what we believe is in the best interest of our families; **[BUSINESS NAME] will close for until at least [DATE].**

What does this mean for you? It means that as of midnight tonight [OR INSERT OTHER TIMELINE], [BUSINESS NAME] is forced to lay off all employees as there will be no income coming in to the company. We will be issuing all of you a Record of Employment (ROE) through ADP. This will help you apply for Employment Insurance (EI). The Canadian government has issued a statement that no one needs to wait the mandatory 5 days to apply anymore, so try to apply ASAP. [**Research what the guidelines are for the USA] Also state on your application that you are forced to go into quarantine to ensure that you are eligible.

Here is the new Employment Insurance enhancements link: <https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>.

Events seem to be changing day by day, so I will definitely keep all of you up to date. [BUSINESS NAME] has **not** been made aware of any of its clients or employees having tested positive for COVID 19. [BUSINESS NAME] continues to ask that any person who tests positive contact [BUSINESS NAME] confidentially so that we are apprised of the facts with respect to their presence at our centres.

The Government of Canada has many other great resources at <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>.

Thank you guys so much for your understanding and dedication through these unprecedented times.

Be safe and stay healthy!

Yours truly,



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9. Other factors to consider include:

- Remind employees that have traveled to affected countries to follow public health recommendations for monitoring and/or self-isolation.
- Employees that have personal travel plans to disclose to their manager and discuss risk mitigation for when the employee returns on a case-by-case basis.
- Monitor our government's travel advisories when reviewing business travel; think about what can be done virtually, which conferences should be cancelled, etc. It is recommended that non-essential travel be avoided at this time.
- Many organizations that can allow remote-working have implemented this into their business continuity plan over the next two to three weeks. You may wish to consider rolling out remote work in stages beginning with a voluntary work from home strategy.
- Within other organizations where remote work is not possible, it is recommended that you remind staff not to come to work if they are sick, even if they think it is just a cold. Each organization has their own sick / time-off policies which may need to be revisited during this time.
- Consider a flexible working schedule (adjusted daily start and end times) for staff that use public transit to avoid peak times, decreasing their exposure during their commute.
- For staff with compromised immune systems, accommodations may be required during this time and they should speak with their Manager.
- Ensure you have the most up-to-date contact information for your employees.

You may wish to use the following Office Etiquette Guide at your workplace. Feel free to circulate to your staff:

- Limit physical contact with coworkers such as handshakes, hugging, etc...consider replacing these actions with elbow bumps, virtual high fives etc.
- Wash your hands before and after preparing food and avoid sharing food in lunch rooms.
- Use the dishwasher in the lunchroom to ensure proper sanitization of shared dishes.
- Remember to clean your cell phone on a daily basis as they are great carriers for germs and are constantly being touched.
- Remember to cough or sneeze into elbows, tissues, etc.
- Use your elbow to press the elevator button and arm to push doors open.
- Clean your desk on a regular basis with disinfecting wipes as well as tables in shared areas, before and after use.
- Regularly clean keyboards, mouse, phone, computer to eliminate germs.
- Sanitize tables after meetings in common space and in between visits from the building cleaners (daily).
- Avoid group gatherings such as Town Halls, larger meetings, etc.
- Regularly wash your hands