**CORONAVIRUS Tenant/Staff Infection RESPONSE EXAMPLES:**

*These are examples have been harvested from BOMA members. The message may change based on suspected, proximal or confirmed cases. See highlight in red. It is strongly recommended that official crisis communications should be shared/discussed/approved with the advice of legal counsel.*

Xxxx Property Management is working closely with a tenant that contacted us late [this evening](x-apple-data-detectors://0) (March 12th) regarding one confirmed Coronavirus case among their employees. The individual has not been in the office for over 10 days and is recovering at home. Employees identified as having been in proximity to the confirmed individual have been contacted; it is our understanding these individuals are in self-quarantine as a precautionary measure, broadly advised by public health officials.

The affected floor has undergone deep cleaning in the overnight hours since the case was identified. In addition, xxxxxx Building implemented enhanced cleaning measures effective late February 2020. These include increased cleaning and disinfecting frequency in all common areas, elevators, cafeteria and washrooms.

As you may know, xxx uses proprietary pandemic preparedness guidelines to establish practical, effective responses for various levels of risk. These materials were created in partnership with International SOS, a leading global medical and travel security services consultant, with influence from the CDC and WHO.

The safety of our tenants, employees, contractors, and vendors is our top priority. xxx Property Management is committed to transparent, responsible communications and will provide additional information as it becomes available to us. We greatly appreciate your patience.

Dear Customers,

We have been informed by one of the tenants of XXXX building that an employee has potentially been exposed to someone who has been confirmed to have been infected with the COVID-19 virus.

We are informing our customers as a courtesy so that you can plan business operations accordingly.

The elevated level of cleaning at XXXX building will continue as outlined in previous communications.

Thank you,

Good evening. At the end of business hours today, we were informed that a family member of one of our employees has tested positive for COVID-19. The ACI employee, though not confirmed to have the virus, has been put in self-quarantine based on the direction of their healthcare provider. This employee was not at work today and will not return to work until cleared by their healthcare professional.

In light of this situation, we ask that all employees speak with their supervisor on an individual basis about a flexible work scenario. In most cases, this will be working from home. We realize that there are some functions at xxxxx that are difficult to work from home, and we will be working with all managing directors tomorrow to discuss solutions to this challenge. As a reminder, in addition to working from home, you have the option to take paid time off (sick, float, or vacation time).

We appreciate your patience as we navigate through these unchartered waters.

*Follow up*

I know you have a lot of questions and we are sensitive to your concerns. We don’t have all the answers right now but are working diligently on gathering more information. We will share as much as we can as it becomes available. Thank you for your patience as we move through this challenging time.

*Follow up*

Thank you for your patience as we respond to your concerns. We have learned this morning that another employee has come in contact with someone who tested positive for COVID-19. Although our employee has shown no symptoms, they are now in self-quarantine.

As a reminder, XXXXXXX must strictly comply with the protections contained in the Americans with Disabilities Act (ADA) and the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule during the COVID-19 coronavirus outbreak. Due to these regulations, we are prohibited in disclosing the individual’s specific work assignment and location.

Because these employees have not exhibited any COVID-19 symptoms, their healthcare professionals determined testing was unnecessary.  We will continue to provide updates to the extent the laws allow disclosure of personal health-related information.

We are committed to identifying options for alternative work arrangements for staff members, wherever possible.  Please talk to your supervisor about your personal situation.

XXXXX encourages all employees to follow CDC recommendations.

Our top priority is the health and safety of all our tenants and visitors. We recently learned that a xxxxx  tenant has more than one employee exhibiting flu-like symptoms and they are being tested for 2019-nCoV. The last time these individuals were in the building was March xxxx and the tenant’s offices have been closed since March xxxx . They are all currently under self-quarantine for the recommended 14-day period.

We have been working closely with our facilities cleaning service providers and contractors to implement enhanced cleaning of common touch points these individuals may have used in accordance with the Centers for Disease Control’s (CDC) guidance.

We will continue to share updates and new information as soon as they become available. We are committed to navigating this evolving situation alongside you all. We ask that you please keep us informed about any potential employee exposures, and call  xxxxxx  you have any questions or concerns.

Thank you,

Your Building Management Team

March 16, 2020

**RE: XXXXXXX  Coronavirus Update**

Dear Valued Tenant:

On Friday, March 13, 2020, we notified you of a positive Coronavirus case in xxxxxxx. As stated in our letter, on Friday night we completed a deep disinfection of the floor where the employee worked, which included the entire office where the employee worked, the restrooms and common areas on that floor, and all of the elevators in that elevator bank. In addition, we deep cleaned the common areas of xxxxxxxc. Please remember to inform us if you or one of your employees test positive so we can focus our janitorial efforts to the areas in the building that you visited.

We are also writing to inform you of some changes that will be implemented today, Monday, March 16, 2020 at xxxxxxx . Per the Governor and xxx County Executive’s directive, all of the building conference rooms are closed until further notice. If you have an existing reservation, Tenant Services will contact you directly with a cancellation notice. **Additionally, the fitness center will be closed until further notice.**

Please also note that effective today, Tenant Services will only be completing urgent work orders. Tenant Services will continue to track other work orders, but non-urgent requests will be delayed until conditions improve. Please contact Tenant Services at xxxxxxxxxxxxxxxx if you have any questions about this policy.

We will keep you updated should there be any further updates. Thank you for partnering with us as we move into this next phase of our efforts to keep xxxxxxxxxxxx As a reminder, we request that you notify us should any of your employees have a confirmed case.

Dear Valued Tenant:

We are writing to inform you of a report we received that an employee at one of our tenant companies has tested positive for the Coronavirus.

The employee in question works in XXXXXXXXXXXXXXXX on a mid-rise floor (Floors xx-xx). Due to privacy concerns, we cannot provide any more specific information. The employee was last at work on Wednesday, March 11, 2020. The company has temporarily closed its office at xxxxxxxxxx and all employees who came into contact with the individual will be self- quarantining for fourteen (14) days.

In addition to the already increased cleaning scope our janitorial team has been providing, xxxxxxxxxx has engaged our janitorial contractor to perform a deep disinfection of the company’s workspace, the common areas on their floor (restrooms, elevator buttons, all elevators in the mid-rise, etc.), and the rest of the building common areas.

**xxxxxxxxxxxx will remain open under the same restricted access on Monday, March 16, 2020**. The health and safety of our tenants and their employees is our highest priority.

Please contact xxxxxxxxxxxxx  should you have any questions or concerns.

We will continue to update you, should we receive any additional pertinent information. We urge you to continue to visit our website www.xxxxxxxxt.com for useful information you can share with your employees regarding staying healthy at this time.

Good Evening.  Property management is working closely with a tenant that contacted us late this afternoon to notify us that a person who attended a meeting in the xxxx building on March 12th/13th has tested positive for COVID-19.

Upon notification we immediately contacted the xxxxxxxxxx Health Department (WCHD) for further direction.  The Health Department is aware of and in close contact with the individual and gave us the following information:

* The person affected is considered the Primary Case.  All other personal information shall remain confidential.
* All the reported people they came in direct and personal contact with (mainly household contacts and direct co-workers) are considered the Primary Contacts and these people have already been notified by the County. None of the primary contacts are exhibiting symptoms at this time.
* People who may have been in indirect contact with this person are considered Secondary Contacts and are considered a low-risk possible exposure.  At this time there is no ongoing exposure concern at xxxxxxx.

The xxxxx Building has already implemented enhanced cleaning measures which will continue indefinitely.  As indicated in previous communications, a deep cleaning of the entire building was performed on Saturday, March xx, 2020 and the affected suite will undergo further deep cleaning overnight tonight.  The WCHD indicated that, because we already have enhanced cleaning measures in place, there is nothing further that we can or should do at this time.

We want to reiterate that, according to the Health Department, the risk to you is considered low at this time.  The WCHD will continue to monitor the Primary Case and Contacts and will advise us if the above protocol changes.  Outside of the social-distancing, hand sanitizing and other actions that we are have already put in place, there is no need for further action at this time.  If you are sick or experiencing any symptoms such as fever, cough or difficulty breathing you should contact your health care provider or the Health Department.   This link to the xxx County Health Department page contains good information about what to do in the case of possible but lower-risk community exposure.

The safety of employees is our top priority. As you know, we have implemented several polices and protocols in the last seven (7) days in response to this and again will continue to evaluate these as needed.   The xxxxx Leadership Team is committed to transparent and responsible communications with our CREW and will continue to provide information as it becomes available to us.