You have certainly seen news reports in recent weeks about COVID-19 or “Coronavirus.” The disease has spread rapidly across Asia and into Europe. There have also been cases of the virus here in the United States. Patients with COVID-19 experience mild to severe respiratory illness and display symptoms including fever, cough and shortness of breath.

The work that we do at [CO-OP NAME] is vital to the communities we serve, and every person on our team plays an important role in our delivery of safe and reliable energy. The safety and wellbeing of our employees is a priority for [CO-OP NAME], and we are closely monitoring new reports about Coronavirus and seeking the advice of local health officials.

The U.S. Centers for Disease Control and Prevention advise some simple but effective precautions to minimize the spread of Coronavirus. These are also good tips to prevent the spread of Influenza and other seasonal infections.

* Avoid close contact with people who are sick
* Cover your cough or sneeze with a tissue, then throw the tissue in the trash
* Avoid touching your eyes, nose and mouth
* Clean and disinfect frequently touched objects and surfaces
* Stay home when you are sick, except to get medical care
* Wash your hands with soap and water for at least 20 seconds

We will provide each office with tissue, hand sanitizer, Lysol, Clorox Wipes and any other resources that are needed to minimize the spread of illnesses in your office.

We strongly advise you to frequently stop and wash your hands, especially after interacting with members.

We also want to take precautions to minimize the spread of illness from employee to employee. If you are sick, please stay home. Do not risk exposing your fellow employees to your illness. If you do not have sick leave available, contact your supervisor to discuss options.

While we think this is unlikely, we are also developing plans to modify our operations in case Coronavirus or other diseases become widespread in our communities. These plans include temporarily minimizing contact with the public through closing our offices to walk-in traffic and encouraging payments and service orders be made online or over the phone. Again, we do not think we are anywhere close to taking these steps, but I want to assure you that we have plans in place if the need arises.

We have been given the critical task of “keeping the lights” on for our communities, and we do that most effectively when each and every member of our team is healthy.

Thank you for everything you do to serve the people of [REGION NAME]. Please contact me or your supervisor if you have any questions.

[CO-OP MANAGER NAME]