**MESSAGING IF EMPLOYEE TESTS POSITIVE**

**SAMPLE MEDIA STATEMENTS**

**OPTION 1:**

“At [CREDIT UNION NAME], people always come first. The health and safety of our employees, members and community is of utmost importance and we have closely followed guidance from state and federal authorities since the onset of COVID-19. The employee that tested positive for COVID-19 is self-quarantined and doing well. We are taking all necessary precautions to safely continue the services on which our members rely.”

**OPTION 2:**

"At {company}, the health and safety of our employees and our communities is our number one priority. We have implemented a number of precautionary measures across our credit union to address COVID-19. One employee at our <BRANCH OFFICE> tested positive for COVID-19 and in accordance with guidance with local health authorities we took immediate steps to isolate this individual and ensure this individual receives medical attention and support needed. Our ability to serve our members and communities has not been impacted, nor has the safety and quality of our products. We are monitoring the situation closely and will continue to support our employees during this challenging time."

**MESSAGING TO MEMBERS:**

<NAME OF CU> is closely monitoring the COVID-19 pandemic and working to protect our employees, members and communities from the virus.

We learned today that <an employee/# employees> working at our <BRANCH OFFICE> has tested <presumptive positive/positive> for the coronavirus COVID-19. The employee/employees last reported to work on <DATE> before seeking medical treatment.

<The employee is now in self-quarantine at home.> Our thoughts are with the employee and their family members during this time.

Please know we’ve implemented rigorous protocols to handle suspected cases, including identifying and notifying, as quickly as possible, those who may have had contact with the affected employee(s).  We’ve instructed the co-workers who work in close proximity to the affected individual(s) to begin working remotely immediately. We’ve taken additional steps to reduce further exposure by conducting extensive cleaning of the individual’s workstation and surrounding areas of the building.

We are working with health officials in this case and will continue to follow updates from public health authorities and are implementing CDC-recommended precautions including travel restrictions, remote working, and social distancing. We have enhanced our cleaning regimen and <have strictly limited access to our branch office(s)>.

We have implemented plans to minimize business disruptions and their potential impact to our employees, members and communities. During this time, we’d like to remind all members of the many remote banking options we have available.

<REITERATE YOUR CU’S PLANS FOR OFFICE CLOSURES, REMOTE BANKING OPTIONS, ETC>

**MESSAGING TO EMPLOYEES:**

<WORK IN TANDEM WITH YOUR HR AND COMPLIANCE DEPARTMENT>

* **Instruct the infected employee to stay home for at least 14 days and encourage them to self-quarantine during that time.** Credit unions should encourage their employees to contact a qualified health care provider to determine whether a 14-day self-quarantine is sufficient, depending on the particular facts and circumstances.
* **Ask the infected employee to identify all coworkers and areas within the office that they may have come in contact with at least 14 days prior to when they tested positive.**This will ensure the credit union knows what areas within the building should be professionally cleaned and sanitized, as well as inform the employer of all employees who should be encouraged to get tested and/or self-quarantine.
* **Contact the employees identified by the infected employee.** Do NOT tell them the name of the infected employee or provide any clues as to who the infected employee could be (for example their department, job title, work location, etc.).  Advise them an employee that has been physically present in the office has tested positive for COVID-19, and out of an abundance of caution, the employer is requesting that they do not present to the office for at least 14 days.
* **Assure the infected employee that he/she will not be identified by name to their co-workers** as having contracted the virus in accordance with the Americans With Disabilities Act (“ADA”).
* **Be honest and transparent with your employees.** Without disclosing the infected employees’ identity, advise your employees an individual that has been physically present in the office during the prior 2 weeks has tested positive for the virus.
* **Remind employees that discrimination or harassment against individuals that are suspected to have tested positive for, or been exposed to, coronavirus, is strictly prohibited.**
* **Depending on the size of your office and the exposure potential credit unions should consider shutting down their office(s) completely for 14 days (or more depending on the circumstances)** and allowing employees to stay at home and, if possible, work remotely. Again, consideration will need to be given as to whether or not to pay non-exempt hourly employees during the 14-day period who do not have the ability to work remotely.
* **Encourage everyone to contact Human Resources with questions or concerns.**