TEMPLATES FOR COVID-19 NOTIFICATION

If an employee or customer has had close contact with an individual who has tested positive for COVID-19 you should notify them. We recommend that you only relay the CDC recommendations to avoid unintentional misinformation. In order to assist you in making these notifications, we've included sample email templates and call scripts to use in these scenarios. Be sure to keep a list of names and phone numbers for close contacts to provide to the Health Department as well.

Notification of Close Contact

Close contact is spending 15 cumulative minutes or more within 6 feet of an infectious person, regardless of if they are wearing a mask. Close contact is also any physical contact for any length of time.

Email Template

Hi [Name],

I am emailing you today to notify you that we recently had an employee test positive for COVID-19. Due to privacy concerns I am unable to provide any information about the employee, but we do believe that you/your child may have had close contact with this employee and were exposed to COVID-19 during their infectious period. According to the CDC, anyone who has had close contact with an individual who has tested positive with COVID-19 needs to quarantine at home for 14 days and avoid contact with others. The health department will be contacting you with more information and to answer any questions you may have. In the meantime, if you have questions or would like more information you can visit: https://health.springfieldmo.gov/Coronavirus or call (417) 874-1211. We are sorry for this inconvenience and hope you stay well.

Sincerely, [Your Business or Name]

Phone Call Script

"Hi [Name], I am calling to let you know that we recently had an employee test positive for COVID-19. We believe you/your child may have been exposed during the infectious period. Due to privacy concerns I am unable to give out the identity of the employee. According to the CDC, anyone who has had close contact with an individual who has tested positive for COVID-19 needs to quarantine at home for 14 days. The health department will be contacting you with more information and to answer any questions you may have. You may also reach the health department's COVID-19 call center at (417)874-1211 if you have additional questions."

Notification of Exposure

You may also wish to notify individuals who may have been near the individual that has tested positive for COVID-19, but did not have a close contact with them.

Email Template

Hi [Name],

We are emailing you to inform you that one of our staff has tested positive for COVID-19. We do not believe that you had close contact with this individual, but you should monitor for symptoms. Based on guidance from the Center for Disease Control and Prevention (CDC), there is no need to self-quarantine or isolate unless symptoms develop. If someone is sick or thinks they may be sick, they need to stay home and call their health care provider. We all need to practice physical distancing, proper hand hygiene and wear a face covering whenever possible. Symptoms of COVID-19 include: fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea. If symptoms do develop, seek medical attention. For more information about COVID-19, visit The Springfield-Greene County Health Department website at health.springfieldmo.gov/coronavirus.

Sincerely, [Your Business or Name]

Phone Call Script

"Hi [Name], I am calling to let you know that we recently had an employee test positive for COVID-19. We do not believe that you had close contact with this individual, but you should monitor for symptoms. Based on guidance from the Center for Disease Control and Prevention (CDC), there is no need to self-quarantine or isolate unless symptoms develop. If someone is sick or thinks they may be sick, they need to stay home and call their health care provider. You may also reach the health department's COVID-19 call center at (417)874-1211 if you have additional questions"