



Dear Valued Customer:

As a partner of The Protocall Group, we wanted to take this opportunity to apprise you of our efforts with respect to the novel coronavirus, COVID-19. **We are also requesting that our partners communicate their COVID-19 prevention efforts and contact information by filling out the short questionnaire at the bottom of this email.**

Our temporary workers' safety and well-being is paramount to us, as is the safety and well-being of your employees. Therefore, we have advised our temporary employees about how to take care of themselves, protect others, and monitor the latest developments. Per the [U.S. Centers for Disease Control and Prevention](#), we have informed our employees that they should:

- Avoid close contact with people who are sick
- Avoid touching their eyes, nose, and mouth
- Stay home when they are sick
- Cover their cough or sneeze with a tissue, then throw the tissue in the trash and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
- Follow CDC's recommendations for using a face mask
- Wash their hands often
- Alert their Protocall Staffing Supervisor if they have been in contact with anyone who has tested positive for the virus, or if they have been outside of the country in the last 2 weeks

We also have encouraged our temporary workers to keep up-to-date on developments by visiting the [About Coronavirus Disease 2019](#) and CDC's [Frequently Asked Questions and Answers](#) webpages.

In addition to the above correspondence, we have also instituted a questionnaire to be administered to new applicants asking if they have been:

- Exposed to the virus
- In contact with someone who has tested positive for the virus
- Outside of the country within the last 14 days
- In contact with someone who has been outside the country in the last 14 days

We trust that you are advising your employees similarly and that you will apply the same safety policies and procedures to The Protocall Group's temporary workers that you apply to your own employees. We expect that our clients will report any issues of exposure within your facility to our COVID-19 contact listed below.

Note that we stand ready to assist you in navigating this public health challenge and furthering the well-being of all employees. Should you wish to discuss this issue or have any questions, please reach out to our designated contact.

## Protocall COVID-19 Contact

<b>Protocall's COVID-19 Direct Contact</b>	Susan Rowand, HR Manager <a href="mailto:susan@protocallgroup.com">susan@protocallgroup.com</a> 856-667-7500 x1252
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## Your Organization's COVID-19 Contact and Procedures

<b>Company Name</b>	
<b>COVID-19 Company Contact</b>	Name: Position: Email: Phone:

**Please attach your COVID-19 action plan to this email or fill in the questions below.**

What is your facility's plan for disinfecting the worksite?	
How are you preparing your facility's employees for COVID-19?	
What is your facility's procedure for notifying 3 <sup>rd</sup> party vendors if an employee has been exposed?	