

COVID-19 BUSINESS CONTINUITY PLAN

Disclaimer: this information is not intended to be exhaustive, nor should any discussion or opinions be construed as legal advice. Readers should contact legal counsel for legal advice.

How should I communicate with clients?

You may want to send a message to your clients or customers on your company's steps to supporting their needs during this outbreak. If for whatever reason your operations are compromised as a result of the effects of the virus, be sure to communicate to your employees what steps you will take to care for them. See [Tilson's template](#) as a guide for writing a letter to your clients.

Assess your essential functions and the reliance that others and the community have on your services or products. Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, or temporarily suspend some of your operations if needed).

How should I communicate with employees?

As part of your efforts to prevent the spread of COVID-19 in the workplace, employers should consider communicating information about the illness to employees. The CDC, WHO and OSHA have all created informational material on the virus and its symptoms, prevention and treatment that can be helpful for employees.

What should I consider when creating an infectious disease outbreak response plan for my business?

See [Tilson's guide](#) for writing your business plan for the COVID-19 coronavirus, as well as [OSHA's Guidance on Preparing Workplaces for COVID-19](#) and the [CDC's Recommendations for an Infectious Disease Response Plan](#).