



COVID-19 & Workplace Safety Communication Templates

Multichannel communication for every COVID-19 challenge



COVID-19 & Workplace Safety Communication Templates

As organizations continue to navigate the COVID-19 pandemic, it is important to prepare communication strategies for the different scenarios that require a standardized and timely response. Some state and local governments have released regulations that enforce rigid standards for employee communication and documentation in the event of a positive COVID-19 case in the workplace. Organizing your communication in one place like AlertMedia allows you to streamline these workflows, standardize company communication, and ensure compliance across your entire organization.

The templates in this document will help you streamline communication for common COVID-19 scenarios and ensure compliance with local workplace safety legislation:

ANNOUNCING NEW REGULATIONS

Inform your people about new regulations and what they can expect from you regarding communication and compliance.

SHARE EMPLOYEE BENEFITS

Share information with impacted employees around COVID-19-related benefits in the event of a positive case in the workplace.

BUSINESS HOURS

Make sure that employees are aware of any office closures or reopenings and what is expected of them.

LEADERSHIP CONFERENCE CALL

Quickly connect leadership teams or regional managers to discuss a coordinated response to a positive case.

UPDATES ON DISINFECTION AND SAFETY PLANS

Educate employees about disinfection and safety protocols upon reopening offices or in the event of a positive case.

REOPENING PROTOCOLS

Update your employees on office reopenings and remind them of any new safety and disinfection protocols.

NOTICE OF POTENTIAL EXPOSURE

Ensure compliance with local regulations and inform any impacted individuals of a positive COVID-19 case in the workplace.

PROACTIVE SUPPORT

Check-in with employees to ensure that they have the resources they need to effectively work remotely or safely return to the office.

SYMPTOM SCREENING

Facilitate a smooth reopening of your offices with daily surveys to screen employees for COVID-19 symptoms.

Once you've identified potential scenarios that you need to communicate through, you need to determine how you will deliver your message. It's important to tailor your message to different notification types and communication channels to ensure that your message reaches the right people at the right time.

Here are a few best practices you should keep in mind when sending notifications:



ACCURATE EMPLOYEE INFORMATION, including contact information and physical addresses, should be updated regularly so you can notify them of threats in their area.



TEXT MESSAGES should be brief (ideally less than 160 characters) and only used for time-sensitive information. When you want to communicate more details, direct employees to an email or event page.



EMAILS can convey longer messages to your audience and are best used when you need to go into more detail and share resources like policy documents.



VOICE CALLS can be used to send a short, urgent message to all members of your audience—even if their phone isn't capable of receiving text messages.



MOBILE PUSH NOTIFICATIONS should be very short messages, ideally around 20 words. These can be used to notify your audience and encourage two-way communication via the mobile app.



EVENT PAGES provide a single online repository for employees to ask questions and for you to share updates, policies, and resources related to a positive case of COVID-19. They are also great for keeping a documented record of communication for compliance purposes.



SURVEYS are an important and effective tool for quickly gathering information about your employees' well-being and potential exposure to the virus.



ANNOUNCING NEW REGULATIONS

Many states already have implemented new rules and regulations regarding COVID-19 workplace safety with others expected to follow suit. Ensure that your employees are up to date on the latest requirements and what they can expect from your organization regarding compliance and communication.

NOTIFICATION TYPE: Notification or Read Confirmation

Text:

Important: New regulations go into effect on [DATE] to ensure employee safety during the COVID-19 pandemic. For more information, check our event page.

Email:

Important: New regulations go into effect on [DATE] to ensure employee safety while at work during the COVID-19 pandemic, specifically in the event of a positive case.

For more information and ongoing updates, visit our event page.

Please reach out to your supervisor if you have any questions.

Phone:

Important: New regulations go into effect on [DATE] to ensure employee safety during the COVID-19 pandemic. For more information, check our event page.

Mobile App Push:

Important: New regulations go into effect on [DATE] to ensure employee safety during the COVID-19 pandemic. For more information, check our event page.

LEADERSHIP CONFERENCE CALL

One of the most critical parts of an effective emergency response is providing clear and consistent direction across your entire organization. Align leadership and regional teams on key initiatives—like consistent messaging and compliance requirements—so everyone is prepared to act in the event of a positive COVID-19 case or change in local regulation.

NOTIFICATION TYPE: Conference Call

Text:

A positive case of COVID-19 has been confirmed in the [LOCATION] office. Let's align on our response and communication plans.

Email:

A positive case of COVID-19 has been confirmed in the [LOCATION] office. Let's align on our response and communication plans to ensure compliance with [STATE] regulations.

Phone:

A positive case of COVID-19 has been confirmed in the [LOCATION] office. Let's align on our response and communication plans.

NOTICE OF POTENTIAL EXPOSURE

Notify any impacted employees of a positive COVID-19 case in the workplace and what is required from them to ensure the safety of other employees and compliance with local guidelines.

NOTIFICATION TYPE: Notification or Read Confirmation

Text:

IMPORTANT: A positive case of COVID-19 has been confirmed at [OFFICE LOCATION] and you may be impacted. Please quarantine and check your email for instructions.

Email:

IMPORTANT: A positive case of COVID-19 has been confirmed at [OFFICE LOCATION]. This individual last worked on [DATE] and tested positive for the disease on [DATE].

You are receiving this notice because you worked near or with this individual before they became sick. We are committed to the safety of our employees and ask that you take the following precautions:

- [INSERT COMPANY RECOMMENDATIONS]
- E.g. Self-quarantine for 14 days

Please reach out to your supervisor if there is anything that you need from the office and they will assist you. We will check in with you again in a few days.

Phone:

IMPORTANT: A positive case of COVID-19 has been confirmed at [OFFICE LOCATION] and you may be impacted. Please quarantine and check your email for instructions.

Mobile App Push:

ALERT: Positive case of COVID-19 confirmed at [OFFICE LOCATION]. You may be impacted. Please quarantine and check your email for instructions.

SHARE EMPLOYEE BENEFITS

New regulations might require your organization to share information about additional COVID-19 benefits with employees who have been impacted by a positive case in the workplace. Make sure that your people are aware of all the resources that they have available to them.

NOTIFICATION TYPE: Notification or Read Confirmation

Text:

Benefits Alert: [COMPANY] is providing additional benefits to employees impacted by the COVID-19 pandemic. For more information, check our event page.

Email:

[COMPANY] is providing additional benefits to employees impacted by the COVID-19 pandemic. You are eligible for the following benefits:

- [INSERT COMPANY BENEFITS]

For the latest updates, check our event page. Please reach out to your supervisor if you have questions about any of these benefits or your eligibility.

Phone:

Benefits Alert: [COMPANY] is providing additional benefits to employees impacted by the COVID-19 pandemic. Check your email for more information.

Mobile App Push:

[COMPANY] is providing additional benefits to employees impacted by the COVID-19 pandemic. For more information, check our event page.

UPDATES ON DISINFECTION & SAFETY PLANS

Comply with state and local regulations by informing employees of disinfection and safety protocols upon reopening offices and in the event of a positive COVID-19 case.

NOTIFICATION TYPE: Notification or Read Confirmation

Text:

[COMPANY] is committed to combating COVID-19 and creating a safe work environment.
For an important update about disinfection and safety plans, visit our event page.

Email:

[COMPANY] is committed to combating COVID-19 and creating a safe work environment.
For an important update about changes to our disinfection and safety plans, visit our event page.

Phone:

[COMPANY] is committed to combating COVID-19 and creating a safe work environment.
For an important update about disinfection and safety plans, visit our event page.

Mobile App Push:

[COMPANY] is committed to combating COVID-19 and creating a safe work environment.
For an important update about disinfection and safety plans, visit our event page.

PROACTIVE SUPPORT

Proactively reaching out to check-in on employee well-being and offer support with things like work supplies will help ensure employees are set up for success and ultimately maintain business operations.

NOTIFICATION TYPE: Survey

Text:

[COMPANY] is offering support with home office supplies while we continue to work from home.
Please let us know your status:

1. I need support.
2. I do not need support.

Email:

[COMPANY] is offering support with home office supplies while we continue to work from home.
Please let us know your status:

1. I need support.
2. I do not need support.

Phone:

[COMPANY] is offering support with home office supplies while we continue to work from home.
Please let us know your status:

1. I need support.
2. I do not need support.

Mobile App Push:

[COMPANY] is offering support with home office supplies while we continue to work from home.
Please let us know your status:

1. I need support.
2. I do not need support.

BUSINESS HOURS

As the COVID-19 pandemic progresses, organizations will inevitably continue to adjust business hours. Eliminate confusion and ensure that employees are aware of any upcoming reopenings or closures as a result of COVID-19.

NOTIFICATION TYPE: Read Confirmation

Text:

ALERT: [OFFICE LOCATION] is temporarily closing for thorough disinfection following multiple cases of COVID-19. Check your email for more information.

Email:

In the interest of employee safety, we will be temporarily closing [OFFICE LOCATION] for thorough disinfection following multiple cases of COVID-19.

The office will close [DATE] and reopen [DATE]. Please arrange time with your supervisor to discuss alternate work arrangements for the duration of the closure.

Phone:

[OFFICE LOCATION] is temporarily closing for thorough disinfection following multiple cases of COVID-19. Check your email for more information.

Mobile App Push:

ALERT: [OFFICE LOCATION] will be temporarily closed for thorough disinfection following multiple cases of COVID-19. Check your email for more information.

REOPENING PROTOCOLS

Keep your employees updated as you reopen offices and make sure they are aware of the new safety and sanitation procedures they will need to follow.

NOTIFICATION TYPE: Notification or Read Confirmation

Text:

ALERT: [OFFICE LOCATION] will be reopening on [DATE] with new safety measures in place.
For more information and the latest updates, visit our event page

Email:

ALERT: [OFFICE LOCATION] will be reopening on [DATE] with new safety measures in place.
[INSERT COMPANY POLICY].
For the latest updates, visit our event page.

Phone:

ALERT: [OFFICE LOCATION] will be reopening on [DATE] with new safety measures in place.
Check your email for more information.

Mobile App Push:

ALERT: [OFFICE LOCATION] will be reopening on [DATE] with new safety measures in place.
For more information and the latest updates, visit our event page

SYMPTOM SCREENING

When returning to the office, it is important to ensure that employees do not pose a risk of infection to each other and their families. Using daily surveys to check for symptoms is a great way to understand who might have the virus and who is safe to come into work.

NOTIFICATION TYPE: Survey

Text:

Have you experienced any of the following in the past 48 hours? Reply with the number of your response.

1. Fever over 100.4 F
2. Cough
3. Shortness of breath
4. Exposure to COVID-19
5. Multiple of the above
6. None of the above

Phone:

Have you experienced any of the following in the past 48 hours? Reply with the number of your response.

1. Fever over 100.4 F
2. Cough
3. Shortness of breath
4. Exposure to COVID-19
5. Multiple of the above
6. None of the above

Email:

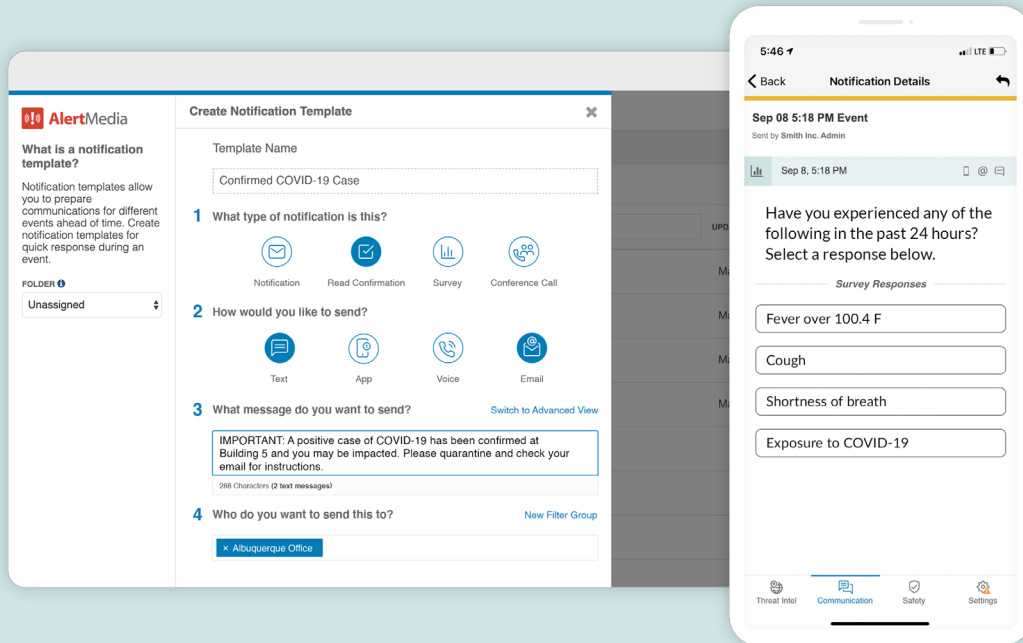
Have you experienced any of the following in the past 48 hours? Reply with the number of your response.

1. Fever over 100.4 F
2. Cough
3. Shortness of breath
4. Exposure to COVID-19
5. Multiple of the above
6. None of the above

Mobile App Push:

Have you experienced any of the following in the past 48 hours? Reply with the number of your response.

1. Fever over 100.4 F
2. Cough
3. Shortness of breath
4. Exposure to COVID-19
5. Multiple of the above
6. None of the above



As the fastest-growing, two-way emergency communication company, AlertMedia helps some of the world's largest organizations securely and effectively monitor threats, streamline notifications, and improve employee safety. The company's fully-integrated, cloud-based platform delivers communications that protect organizations, improve operations, and mitigate loss from anywhere, at any time, using any device.

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