Dear Customer,

[Company Name] recently discovered that one of our employees has tested positive for coronavirus disease 2019 (COVID-19). The safety of our employees, customers and guests is our primary concern at all times, and this email continues our commitment to that goal.

In response, we will continue to follow our workplace policies, which include proper disinfection and safety measures. Additionally, [specific measures taken in response to positive test].

[Company Name] appreciates our customers during this uncertain period. If you have any questions, please contact [myself, other, specific department] directly at [contact information].

Sincerely,

[Individual’s Name]

~~~~~~~~{If possible contact with infected individual}~~~~~~~~~

Dear Customer,

[Company Name] has been notified of a positive test result for the Coronavirus (COVID-19) within the team. Based on our contact tracing efforts, we have determined that there may have been contact between that person and a member of your team. Contact has been made directly with that/those individual(s) and we recommended that those employees monitor themselves for the health symptoms noted by the CDC including;

* Fever (over 100.3°F)
* Cough
* shortness of breath

If symptoms develop, they should;

* Self- quarantine
* Call their healthcare provider
* Practice social distancing
* Wash their hands frequently and avoid touching your face

Additional information related to the Coronavirus (COVID-19) is available on the CDC website, www.cdc.gov, for your reference. Thank you for complying with all CDC requirements and project safety protocols.

Sincerely,

[Individual’s Name]