Easterseals Coronavirus Crisis Plan Statements

EXTERNAL

**In response to potential media inquiries about the following scenarios:**

1. General inquiry as key community stakeholder
	1. “Easterseals [AFFILIATE] remains committed to supporting Americans living with disability, their caregivers and our community. We are monitoring the situation and following the guidance of [LOCAL HEALTH DEPARTMENT] as it relates to caring for the individuals and families we support. We advise anyone with concerns about this health-related matter to direct their questions to [LOCAL HEALTH DEPARTMENT]. They are managing the situation and are the appropriate resource for any questions you may have.”
2. Affiliate closing (CONFIRMED)
	1. “Easterseals [AFFILIATE] will suspend operations on [DATE]. We are in touch with the individuals we support to alert them of the situation.”
3. Affiliate closing (UNDETERMINED)
	1. “Easterseals [AFFILIATE] is operational, and we remain dedicated to supporting Americans living with disability, their caregivers and our community. Please visit [AFFILIATE WEBSITE] for the latest information on our programs and services.”
4. Coronavirus infection at or adjacent to affiliate
	1. “We advise anyone with concerns about this health-related matter to contact [LOCAL HEALTH DEPARTMENT]. They are managing the situation and are the appropriate resource for any questions you may have.”

INTERNAL

**Communication with internal stakeholders, including employees and volunteers.**

1. Affiliate closing (CONFIRMED)
	1. “Due to the nature of the current health crisis, Easterseals [AFFILIATE] will suspend operations effective immediately. We are in contact with the individuals we serve to alert them of the situation. [YOUR SUPERVISOR/MANAGER] will provide additional details on next steps. Please connect with them on any questions.”
2. Affiliate closing (UNDETERMINED)
	1. “Recent public health issues have raised questions about our operations, and we want to assure you that Easterseals [AFFILIATE] is keeping its doors open to support Americans living with disability, their caregivers and our community. Please contact [YOUR SUPERVISOR/MANAGER] with any further questions.”
3. Coronavirus infection at or adjacent to affiliate
	1. “Our leadership is actively monitoring the situation, and we are following the guidance of the Easterseals national organization and [LOCAL HEALTH DEPARTMENT]. As the situation develops, we will share updates on how this matter may affect our programs. [YOUR SUPERVISOR/MANAGER] will provide information on whether the situation may impact your work.”
4. Continuity of services
	1. “Please rest assured that Easterseals [AFFILIATE] will continue to provide support to Americans living with disability, their caregivers and our community. There are understandably questions about our programs and services due to recent public health issues, and we will share updates if the situation impacts our organization. [YOUR SUPERVISOR/MANAGER] will provide information if the situation may impact your work.”

EXTERNAL

**Communication with those who receive services and support and their families**

1. Affiliate closing (CONFIRMED)
	1. “Due to the nature of the current health crisis, Easterseals [AFFILIATE] will suspend operations effective immediately. We are in contact with the individuals we serve to alert them of the situation.
2. Affiliate closing (UNDETERMINED)
	1. “Recent public health issues have raised questions about our operations, and we want to assure you that Easterseals [AFFILIATE] is keeping its doors open to support you, your family and the rest of our community. Please visit [AFFILIATE WEBSITE] for the latest information about our services and programs.”
3. Coronavirus infection at or adjacent to affiliate
	1. “We are actively monitoring the situation. Information on any impact this matter will have on our programs and services will be available on our website. We advise anyone with concerns specifically about this health-related matter to direct their questions to [LOCAL HEALTH DEPARTMENT]. They are managing the situation and are the appropriate resource for any questions you have.”
4. Continuity of services
	1. “Please rest assured that Easterseals [AFFILIATE] will continue to support you and your family. There are understandably questions about our programs and services due to recent public health issues, and we will share updates if the situation impacts our organization. Please visit [AFFILIATE WEBSITE] for the latest information on our services and programs.”

EXTERNAL

**Communication with partners, supporters and other key stakeholders**

1. Affiliate closing (CONFIRMED)
	1. “Due to the nature of the current health crisis, Easterseals [AFFILIATE] will suspend operations effective immediately. We are in contact with the individuals we serve to alert them of the situation. As we approach this transition, please contact [REP] for any questions about how this affects our partnership.”
2. Affiliate closing (UNDETERMINED)
	1. “Recent public health issues have raised questions about our operations, and we want to assure you that Easterseals [AFFILIATE] is keeping its doors open to support Americans living with disability, their caregivers and our community. As we continue to monitor the situation, please contact [REP] with any further questions.”
3. Coronavirus infection at or adjacent to affiliate
	1. “We are actively monitoring the situation. Information on the impact this matter will have on our programs and services will be available on our website. We advise anyone with concerns specifically about this health-related matter to direct their questions to [LOCAL HEALTH DEPARTMENT]. They are managing the situation and are the appropriate resource for any questions you have.”
4. Continuity of services
	1. “Please rest assured that Easterseals [AFFILIATE] will continue to provide support to Americans living with disability, their caregivers and others within our community. There are understandably questions about our programs and services due to recent public health issues, and we will share updates if there will be any impact to our organization.”