**Team Member Communication**

Team,

Our values are [INSERT VALUES]. While the environment in which we conduct business is changing dramatically, our commitment to what’s most important will not. Accordingly, our most pressing concern at this time is you, your health and welfare.

We acknowledge that the COVID-19 landscape has changed at a dramatic pace and may very well continue to change. As such, it’s only fitting you exercise some responsible freedom to make the best choices day-to-day for you and those you care about. As new policies and procedures are announced, we ask each of you to use your best judgement and continue to give us feedback on how our new way of working is impacting you.

Of utmost concern to us is not clients, not our financial goals to date, not project completion or any other business dashboard metric. It’s you (period). There is ZERO pressure for you to show up physically at work in the coming weeks until such time as the threat of COVID-19 has passed.

While there is absolutely no expectation for anyone to be in the office physically, let us also be clear, there *is* the expectation that we show up and conduct our business virtually. This is an opportunity for us to begin by understanding their situation more deeply, show up in impactful ways, and make a very difficult situation better for them.  What does this look like for our team? [INSERT TEAM NORMS]

* If working from home, you keep “office hours”, i.e., 8am-4:45pm per usual (or, close to it!)
* Please update your calendar with “vacation”, “work from home” or, “in office” so we know where to find you or not bother you
* We’ll be mindful of any (all) of us connecting remotely and practice good virtual meeting etiquette
  + Begin on time
  + End on time
  + Meeting leader on video always, everyone on video if bandwidth allows
  + Keep your line muted while others are speaking
  + Use the chat function for larger groups
  + Share airtime
  + Ensure people can be heard
* We respond to any and all client requests immediately
* We will be leveraging this time to work on projects that we don’t always have time for.  Your focus and attention on those projects is much appreciated.  More to follow on this front.
* For those juggling school closures, please touch base with your leader for any/all accommodations that need to be made

While none of us can predict what tomorrow or the future may hold, we do that this team will continue to serve and support each other, we will show up in remarkable ways, and we will share the message in a way that adds value to people that will never know us or be our clients. This is how we make the world a better place. One person at a time. But it starts with you.

In addition to our daily update meetings, we will share any and all information regarding COVID-19 in real time as we receive it, to include email, Microsoft Teams and text. Please share your ideas on how we can show up and serve and any concerns you might have directly with your leader. We’re confident that our best decisions and actions will come from everyone’s input.