

This is an unprecedented time with the COVID-19 pandemic, and when it comes to public health, you certainly don't want to under react but you do want to ensure proper communications; that inform the public about what is happening, who to contact and how, and/or any precautionary measures that are being taken by your organization.

A Quick Tip: Take a look at your out of office email signatures.

The following is a sampling of some of the out of office replies we have been receiving and we're not here to pick on anyone, but just want to flag the importance of simple, thorough messaging that could go along way in building trust and public/client confidence.

Sample Out of Office E-Mail Signatures

Remember it is very important that you organization effectively communicates out of office email signatures that are consistent from all employees and be sure to incorporate as much information as possible.

The following are some SAMPLES of what we have been receiving:

Notice:



Due to the evolving public health situation (COVID-19), effective March xxx, 2020 at 4:30 pm, all municipal staff, with the exception of essential services staff, will be working remotely until further notice.

Staff will be available on a rotating schedule and can provide assistance by email.

THIS IS FROM A MEDICAL OFFICER OF HEALTH, YIKES!!



During the agency's COVID response, I may not be able to answer your question quickly. If you need an urgent response, direct your question to your supervisor, who can come to me to address multiple questions at a time.

THANK YOU FOR EVERYTHING YOU ARE DOING RIGHT NOW FOR OUR COMMUNITY.

THIS IS FROM A BIG CITY CONTACT CENTRE, YIKES!!



Thank you for contacting the municipal Customer Service. One of our Customer Service Representatives will respond to your email inquiry by the next business day.



The xxxx is under a State of Emergency and our offices are currently closed. Our normal business has been suspended through April 6, 2020.

We are focused on COVID-19 Pandemic planning and response only, in order to support our community front line responders and health care partners.

I will respond to your e-mail as soon as I am able to.

Please note that there will be delays to services during this time.

Thank you, and stay healthy,

***WE REALLY LIKE THIS ONE**



Hello,

Thank you for connecting. If you are trying to access the municipality's current response to the COVID 19 virus, please check www.municipality for updates and www.region/countyxxxx for more general information from Public Health at xxxx.

Complaints on fallen trees, problems with roads or sidewalks, blocked drains and sewer overflows, are directed to contact xxxx by emailing xxxxxxx or calling [xxxxxxx-xxxxxxx](tel:xxxxxxx-xxxxxxx).

Report power outages to xxxx Utilities at xxxx or 1 .800xxxx

All emails are read within 24 hours however, given the large volume of emails we are currently receiving, we are assigning to the appropriate staff for follow up. As many senior staff are focussing on Emergency Management at this time, we would also like to thank you for your patience in our response.

Please exercise caution during this unprecedented time and stay healthy and self-distance. Each and every one of us has an important role to play. Updated communications will be ongoing and posted to our website at xxxxx

***WE REALLY REALLY LIKE THIS ONE - MORE COMMUNICATION IS BETTER IN A CRISIS SITUATION**



Please be aware that our Township staff are focused on addressing the growing COVID-19 concern while working remotely until April 14th.

Our office remains closed to the public until April 20th. These circumstances may impact our ability to respond to your email in a timely manner.

***GOOD BUT NEEDS MORE INFORMATION**



Thank you for your email.

Please note that all City facilities, including City Hall, are currently closed to help minimize the spread of the COVID-19 virus. During this time, I will have access to email and will be able to reply to you in a timely manner. For up-to-date information on city services, please visit our website at xxxxxx

Thank you,

***CHECK YOUR SPELLING!**



I am currently out of the office. I will be returning on April 1st. If this is an emergency please call XXXXXXX and dial 0 to speak to the operator.

Thank you,

NO COMMENT - WE'LL LET YOU DECIDE



Thank you for contacting the Town of XXXXX. I am currently working remotley from the office, returning on April 6th;

During these ever fluid times we have the wellness of our community in the forefront, keeping that in mind the Municipal Office has been closed to the public Staff are reachable by email and telephone, the mail slot at Town Hall is also available for anyone wishing to drop off correspondence.

We appreciate everyones patience as well navigate through this together. Please continue to check WWW.XXX and our social media sites for continued communication and updates.

....and if you can , please check on your neighbours and the elderly.

Kind regards,

***GOOD BUT CHECK SPELLING & INCLUDE MORE INFO IE: TELEPHONE #’S, INCLUDE LINKS TO SOCIAL MEDIA etc...**

Good day,



I am away from my desk until further notice, however, I will have full access to emails and phone.

XXX.XXX.XXXX

Thank you!