**Sample communications for business/organization to patrons re: COVID-19 cases. To be modified by the business/organization to suit their situation and needs.**

**Temporary Closure Sample**

Dear patrons: Out of an abundance of caution, we are voluntarily closed due to positive COVID-19 case(s) at our business. We are working to ensure that any customers deemed to be at risk are identified and contacted. Understandably you may have questions. Please visit the Simcoe Muskoka District Health Unit website [www.smdhu.org/Covid19](https://www.simcoemuskokahealth.org/Topics/COVID-19/) for resources, including a helpful [fact sheet](https://www.simcoemuskokahealth.org/docs/default-source/COVID-/20201009-fact-sheet-contact-of-a-person-who-tested-positive-for-covid-19_aoda-web.pdf?sfvrsn=6)about what to do if you think you’ve been exposed. Thank you for your concern and support. We will notify you when we reopen.

**General Communication Sample**

Dear patrons: Out of an abundance or caution, we are voluntarily notifying you that there has been (a) positive COVID-19 case(s) at our business. We are working to ensure that any customers deemed to be at risk are identified and contacted. Understandably you may have questions. Please visit the Simcoe Muskoka District Health Unit website [www.smdhu.org/Covid19](https://www.simcoemuskokahealth.org/Topics/COVID-19/) for resources, including a helpful [fact sheet](https://www.simcoemuskokahealth.org/docs/default-source/COVID-/20201009-fact-sheet-contact-of-a-person-who-tested-positive-for-covid-19_aoda-web.pdf?sfvrsn=6)about what to do if you think you’ve been exposed. Thank you for your concern and support.