



To our valued clients,

March 18, 2020

Regarding the widespread concerns surrounding COVID-19 (coronavirus) and its impacts, I want to highlight and emphasize that the health and safety of our clients and employees is always our number one priority.

We are closely following the evolving information and recommendations from the Centers for Disease Control (CDC) and the World Health Organization (WHO).

We take all health concerns seriously and have put policies in place to minimize the risk of transmission at our office. This includes increasing the frequency of sanitizing commonly touched areas, as well as continuing to educate our employees on best practices to avoid transmission of the virus.

At this time, we have made the decision to have all employees work remotely and cancel all client contact/appointments for the next two weeks. With these measures in place, we hope to re-open our office to conduct client appointments beginning the week of Monday, March 30, 2020.

If you have an appointment currently scheduled for the week of March 30<sup>th</sup> and beyond, we are requesting the following actions from our clients and their families:

### **EFFECTIVE IMMEDIATELY:**

- **IF** you have traveled out of the country since the beginning of March 2020, **OR** are having symptoms of fever, coughing, or shortness of breath, please contact our office to discuss your appointment or situation. **DO NOT COME INTO THE OFFICE!**
- If you have a scheduled appointment and are experiencing symptoms, a telephone conference with the attorney can be arranged. Of course, you may also choose to reschedule your appointment. Call the office to discuss.
- In-office attorney consultations and document signings will still occur but under strict new cleanliness guidelines and procedures as recommended by the CDC.
- If possible, please have only one person accompany you to your appointment. We know in many cases a husband and wife will come together, and that is fine. We want to exercise the utmost caution; therefore, we ask that if you want more than one child or other family member to participate in the meeting, arrangements can be made to have them available by telephone – we have very good conference calling capability.

- We respectfully request that you arrive on time for your appointment. If you are early, please call the office from the parking lot before entering the building. Our goal is to reduce the number of visitors in the waiting room.
- While we love being hospitable, we will temporarily halt the preparation of cookies and cupcakes to minimize exposure. We will also be refraining from any physical contact, but you can still expect our warm smiles.
- We realize that many of our clients and their families find themselves in a crisis situation. If you are experiencing such, please let us know, and we will work with you to come up with a flexible plan of action in order to assist you as best as possible.

We will continue monitoring the situation closely. You can always trust us to respond accordingly to ensure the health and safety of our clients and employees.

Should you have any questions please do not hesitate to contact our office via email or telephone. We will respond to your questions as quickly as possible.

We appreciate your business and look forward to continuing to help you get your ducks in a row.

Rick Vouga  
rvouga@vougaelderlaw.com