

## **Wright & Moore: Committed to Client Health and Safety**

Your lives have changed in the last few months, and so have ours. The Wright & Moore team has been working almost exclusively from home, we have transitioned dozens of client meetings to video or phone conferences, and we are now facing the prospect of wearing masks during meetings.

With the reopening process well underway, the Wright & Moore team has had advanced conversations about conducting business in a way that protects our clients and their families. Although continuing to serve the needs of our clients is important, maintaining a safe and healthy office environment is our new priority.

With that in mind, the five of us wanted to assemble a document that explained our COVID-19 policies and answered some of your basic questions. As you read through this form, there are a few things we hope you will understand:

1. Wright & Moore believes it is our ethical and professional obligation to look out for the wellbeing of our clients.
2. Hopefully it is not a surprise to anyone, but we believe in the law! As long as state or federal authorities have guidance or rules in place governing our business, we plan to follow it.
3. Many of our clients are elderly, live in close proximity to elderly family members, care for elderly family members, have comorbidities that result in increased risk, or have young children.
4. Our clients come from all counties and small towns scattered all over Ohio.
5. Our team is living in multiple locations across Ohio. Robert, Kelly, and Ryan all live in a population center right outside Columbus. Ashley is in Marion, which has a very high concentration of cases, and Evin is in Mercer County.
6. Robert, Kelly, Ryan, Evin, and Ashley all have family members that they are helping during the crisis and are concerned about infecting them.

### **What has Wright & Moore been doing during the crisis to avoid infection?**

During the crisis Wright & Moore has closely followed federal and state guidance regarding masks, hand-washing, social distancing, and sanitation. In mid-March we began offering video meetings to our clients to save them trips to the office. None of the Wright & Moore staff has displayed symptoms of the virus or tested positive for the virus.

### **Are legal services considered essential?**

Just like many of the farmers and business owners we represent, Wright & Moore has been deemed essential under the orders issued by the State of Ohio.

### **Is Wright & Moore still open?**

Yes! Like many of your farms and businesses, we have remained open throughout the entire crisis. We have continued to tackle client tasks throughout the crisis via email, phone, and video. Effective June 1, we are going to start accepting in-person meeting requests on a limited basis.

**Does Wright & Moore offer video conference meetings?**

We do offer video conference meetings. In fact, we encourage them. If your internet service and computer allow for video meetings, we would be glad to organize them with you. Video conferences via computer are preferred so that we can share documents with you on the screen. Ashley has prepared instructions for Zoom conferences to help clients setup and effectively use that program.

**How often are we cleaning the office?**

After each meeting we are sanitizing contact surfaces such as tables, chairs, doorknobs, bathroom surfaces, and others. Furthermore, meetings will be scheduled in a manner so that a deep clean occurs between meetings.

**Is Wright & Moore screening employees for symptoms?**

All employees are expected to self-screen for symptoms before coming into the office. If any symptoms are displayed, the employee cannot come to the office. Furthermore, we have structured our schedules to minimize the number of people in the office at one time.

**Is Wright & Moore following social distancing guidelines?**

Yes, our conference room will be arranged to maximize the distance from you to us. Also, we may conduct some meetings in our reception area where seating is more spread out. Sadly, we will have to refrain from shaking hands and close conversation.

**If I need to sign a document, will Wright & Moore mail documents to me?**

Of course! Ashley has been diligently mailing documents to clients for several months. The mailings will include signing and notarization instructions and we can always answer signing questions by phone.

**Should I come a meeting in the office if I am showing symptoms?**

Before a scheduled meeting please check your temperature and determine if you are showing any other virus symptoms. If you have a fever or are showing symptoms, please do not come to your meeting. We can find a new date and time for your meeting.

**Do I need to wear a mask in the office?**

Wright & Moore respectfully requests that you wear a mask while in the office and we will masks will be available for free if you would like to use one. Attorneys plan to wear masks in meetings as requested by clients. Remember, if the mask issue is a sensitive one for you, we can always switch to a video conference.

**If I am in the Delaware area can I stop by the office for a quick visit?**

Since our team is regularly working from home and does not have confirmed hours in the office, we strongly discourage walk-in meetings at the office. If you are going to be in the Delaware area and would like to stop by, please let us know a few days ahead of time.

*All of us at Wright & Moore appreciate your cooperation and understanding as we navigate this crisis, help our clients, and preserve their health and safety. Please contact us at your convenience if you have any questions.*