

**KENNEDY & COLLINS CO., LPA**  
**CORONAVIRUS RESPONSE**  
**March 30, 2020**

**TO ALL OF OUR VALUED CLIENTS, CUSTOMERS AND FRIENDS,**

**YES, WE ARE OPEN!** Under Governor DeWine’s March 22<sup>nd</sup> “Stay at Home Order”, law firms and title companies are considered *essential services* and may remain open to provide services to you. We will be keeping our regular office hours, M-F 8:00 a.m. to 5:00 p.m. However, due to the coronavirus threat, we are seeing clients *by appointment only*, and our *keeping our door locked* for everyone’s health and safety. If you have an appointment, or are delivering documents, **PLEASE RING THE DOORBELL** for service. By doing so, you consent to being temperature screened with a touchless infrared forehead thermometer before entering the building. If you prefer to stay at home, please call us to arrange to conduct your appointment by telephone or video conference.

**Contacting us.** If you need to contact any of us, please do so by calling our office at 330-825-2477 during regular business hours. Or you may leave a voicemail message after hours on our individual extensions. Or you may email us through the “Contact Us” link on our website [www.kennedycollinslaw.com](http://www.kennedycollinslaw.com).

**Keeping everyone safe.** In an effort to keep everyone as safe and healthy as possible, we are limiting our office traffic while this Stay at Home Order remains in effect. *Effective immediately*, we will be scheduling most appointments via telephone or video conference whenever possible. As the firm is fully electronic, our attorneys and staff have access to all of our computer systems through a secure server that they can access remotely. Even our phone systems are accessible remotely, so we are able to take all business calls regularly. You should not experience any difficulty in service or accessibility.

**Social Distancing.** Out of respect for everyone’s health and safety, we are choosing not to shake hands upon greeting and departure. We encourage you to use the hand sanitizer upon arrival and departure. We request that you maintain a safe distance of at least 6 feet away from our employees or other clients. Please stand behind the green tape on the floor at the reception window. Please use your own pens (or keep the pens that we provide you) during your appointment.

**If you are ill.** Please refrain from visiting our office if you are experiencing a fever or any respiratory symptoms of cough or shortness of breath. We reserve the right to screen the temperature of any persons entering our office. We may do so with a touchless infrared forehead temperature thermometer. If your temperature exceeds 99.9 degrees Fahrenheit, you will be asked to leave the premises.

**Court access.** As of now, most courts remain open but with limited public access. Many courts have postponed in-person hearings, jury trials, and other events that require person-to-person contact. When possible, the courts are using telephone and video conferencing for their hearings.

**New Clients.** If you are a new client needing legal services, please contact our office to schedule an initial telephone or video conference. We may ask you to mail or scan and email any pertinent documents beforehand.

**Document signing.** Except in the case where an original signature is required or needs to be notarized, we have the ability to send and receive signed documents via secure email. For those without a way to send or receive documents electronically, we remain open during our regular business hours and are ready to accept delivery of your documents. Or you can use our secure after hours drop box that is located on the front of our building to the left of the front door. Of course, you may also use the US Postal Service or any commercial courier service.

**Document delivery.** If you have any documents that you need to send us that contain any personally identifying information, or other confidential information you don't wish to send via the internet, please contact our office and we will email you a link to our encrypted email service using the Barracuda Network. Otherwise, you may send non-sensitive documents to us at our direct email addresses. Please call our office if you don't know our email address. You may also fax non-confidential documents to us at 330-825-2029, which will be converted into PDFs and delivered electronically to us.

**Payments.** We encourage you to make payments by check, credit card or debit card. If you are used to paying in cash, we request that you convert your cash into a bank cashier's check or money order before sending it to the office. This is more secure and safer for everyone.

**Other Resources.** Here are some resources that you might find helpful in this challenging time:

- If you have lost income due to unemployment or underemployment, please visit <http://jfs.ohio.gov/ouio/CoronavirusAndUI.stm> for financial assistance.
- The CDC's website about Covid-19: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Ohio's Department of Health resource page: <https://coronavirus.ohio.gov/>
- If you own a small business, assistance information is located at <https://www.sba.gov/disaster-assistance/coronavirus-covid-19>.
- United Way has a site with community resource information at <http://www.211.org/services/covid19>

**Thank you** for your cooperation and understanding in these regards. Your business is greatly appreciated. We hope and pray that you and all your loved ones stay safe and healthy during these times. "In difficult moments, *let us not despair nor become despondent*, but with great confidence submit ourselves to God's holy will, which is Love and Mercy itself." St. Faustina Kowalska.

## **KENNEDY & COLLINS CO., LPA**

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