



Traditional Meeting Relaunch (TMR) Manual

Updated June 1, 2021

This Operations Manual and its contents are intended to be read and implemented in conjunction with local government guidelines and regulations. Where the contents of this Manual conflict with local government guidelines or regulations, Directors shall comply with the local regulations.

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BNI's Guiding Principles for Traditional Meeting Relaunch

1. **Member Safety continues to be Priority #1: It is important that we all understand the gravity of the situation. So, Member safety will be at the forefront of every decision we make.**
2. **BNI's Core Values:** We will remain focused on our time-tested and universal Core Values. They will guide us as in all situations in BNI's 36-year history.
3. **Brand Protection:** Exceptional care will be used to ensure that decisions made will not put the BNI brand at risk and will instead strengthen our brand. At the core of our brand is how we care for others and put their interests ahead of our own.
4. **Timing:** Given our model, data, analysis, and expert advice, BNI will not be among the first organizations to return to standard in-person meetings, trainings, national conferences, trade shows, and visitor events. As we do return to in-person meetings, BNI's goal is to represent the "Gold Standard" in safety and care for all involved.
5. **Government Guidance:** Our focus on "100% Compliance, 100% of the Time" will continue throughout this pandemic and in the months and years following. We will all engage with government guidance and follow it.
6. **Consistency:** Wherever practical, BNI will err on the side of consistency, so that we avoid confusing our Members and instead focus on uniformly supporting their success.
7. **National Directors are key leaders across the organization:** We will strive to make decisions at the country level. That said, excellence in execution is everyone's responsibility.
8. **We Appreciate Details & We Aim for Simplicity:** We will embrace the inherent nuance and complexity involved with the subject matter below; we will always strive to simplify wherever possible. Simplicity greatly enhances consistency and quality of execution.
9. **High Road & Long View:** We will make decisions that put our Members' interests first, and that are in alignment with BNI's Core Values for long-term success.
10. **We Will Listen Carefully to All Ideas; We Will Make the Tough Decisions:** We are "always open to being wrong" and will accept ideas from everyone. Tough decisions will need to be made; we will not shy away from making the tough decisions.





Executive Director Recommendations

Recommendations for TMR

It is best for the safety of BNI Members to remain on BNI Online™ wherever there is any question regarding the safety of in-person chapter meetings. When restarting in-person chapter meetings, you can help Members reduce their chances of being infected and/or spreading COVID-19 to other Members by taking some simple precautions. Please remember that these are only recommendations; be sure to follow local guidance:

- Every meeting attendee should wear a face mask
- Maintain a minimum of 2 meters (6 feet) distance between yourself and others
- Regularly and thoroughly clean your hands with hand sanitizer
- Before, during, and after the meeting, avoid touching your eyes, nose and mouth
- Stay home with symptoms such as cough, headache, mild fever, until you recover
- Keep up to date on the latest information from trusted sources, such as CDC or your local health authorities
- Signage should be posted at the Chapter Meeting
- Limit items to be passed between Members at the meeting (ex. pens, business cards, referral slip holder, etc.)
- Anyone who has been exposed to someone who has been infected, or who tests positive for COVID-19, should attend their Chapter meeting via BNI Online™ for a minimum of two weeks while monitoring for symptoms of COVID-19
- If a Member tests positive, the meeting must revert to BNI Online™ meetings for 2 weeks. The Chapter President must be informed as soon as possible to begin the process of returning the Chapter to BNI Online™
- If not all Members or Visitors are comfortable attending the meeting in-person, you might consider the Blended model - be sure to have a computer, microphone and speakers onsite in the meeting room so that they can connect to the meeting using BNI Online™
- Please ensure all Visitors are following the same protocols as Members as outlined above



Regional Office Responsibilities

Deciding to Relaunch Traditional In-Person Chapter Meetings

The purpose of this tool is to assist Executive Directors in making Traditional Meeting Relaunch (TMR) decisions during the COVID-19 pandemic, especially to protect vulnerable Members. It is important to check with state and local health officials and other partners to determine the most appropriate actions while adjusting to meet the unique needs and circumstances of the local community.

Roles & Responsibilities

The following is a suggested list of roles recommended to ensure excellent implementation of the TMR program. Roles may be added. Responsibilities may be added. All responsibilities listed below should be done.

Role	Responsibility
Executive Director	Evaluate Chapters for the program Ensure training at all levels is occurring Communicate with Regional Team Members Document when each Chapter starts in-person meetings. Report data back to the US National Office “Certify” venues for compliance (if Chapter is not certifying) Monitor PALMS Reports Monitor Visitor Entry
Chapter President	Ensure compliance with all applicable laws and BNI recommendations at the Chapter meeting Work immediately with the regional office and local authorities if there are any exposures suspected at the Meetings
Vice President	Keep 100% accurate attendance records through the PALMS Report in BNI Connect®
Secretary/ Treasurer	Keep 100% accurate records of Visitor attendance and contact information. Enter Visitor information into BNI Connect®

Checklist for Traditional In-Person Chapter Meeting Relaunch

- Executive Directors develop the approval criteria to go back to in-person meetings for Chapters within their Region.
- Communicate the Reasons for Pausing/Stopping In-Person Meetings During TMR (p6).
- Executive Directors develop the communication plan for deploying the TMR Program in their regions using the key messages for the communication plan (p10).
- Preparing your Regional Team for the return of in-person meetings.
 - Assess how many Area Director Consultants, Director Consultants and Ambassadors are comfortable supporting Chapters that meet in-person by doing an confidential survey
 - Ensure all Director Consultants who will be attending in-person meetings receive the Legal Notice

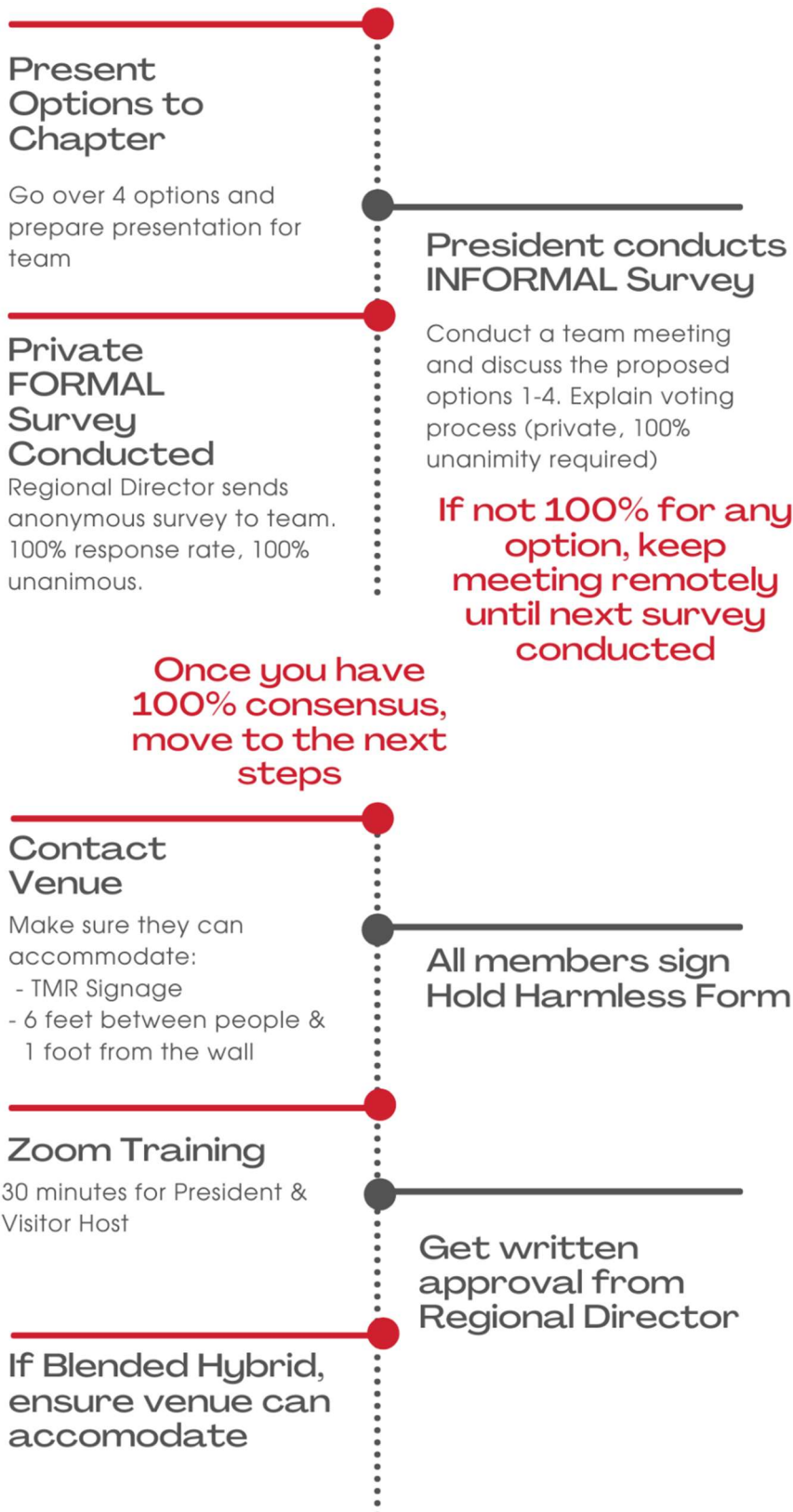
- Ensure the Director Consultants fully understand the procedures and continuous monitoring for the traditional meeting relaunch
- President takes informal survey of members at meeting. If most members are interested in taking the next steps, contact Regional Office.
 - Regional Office administers Private Survey to all members of chapter and collects responses.
 - If less than 100% are comfortable returning, continue online until next survey
 - Regional Office meets with group to discuss concerns and responses
 - Issue another survey as often as needed.
- Update BNI Connect® emails #620 and #650 for Visitors to accommodate the Legal Notice for Visitors. Please email support@bniconnect.com for assistance.
 - This requires every Member to register their Visitors and Substitutes
- Update Chapter type in BNI Connect®.
- All Executive Directors, Regional Directors, Area Director Consultants, Director Consultants, Ambassadors and Members must be trained on the following:
 - How to work with venue (p8) for returning to in-person meetings
 - Adaptions to the meeting through the New Meeting Procedures for a Safe Relaunch (p9)
 - No chapter should feel pressure from an Executive Director to return to in-person meetings
 - Chapters go through an application process to ensure they have considered the procedures needed to relaunch in-person meetings within the Guiding Principles of TMR (p3)
 - Executive Directors should train their Director Consultants on the procedures for opening Chapters to ensure the safety of all Members, Visitors and Substitutes
- Procure proper signage for BNI Meetings. It is the Executive Directors' responsibility to ensure any and all forms and signage comply with all applicable laws.
- Each Regional Office must document when each Chapter starts in-person meetings. These must be available upon request of BNI Global.
- The Executive Director should monitor the COVID-19 cases by city to ensure there are no spikes after Chapters go back to in-person. The Executive Director should have a plan to take the Chapter back to BNI Online if there are COVID-19 spikes in the city after the Chapter goes back to in-person meetings.

Reasons for Pausing/Stopping In-Person Chapter Meetings During TMR

Below are examples of when in-person Chapter meetings may need to revert to BNI Online meetings:

- Applicable laws change to make it unlawful for BNI Chapters to meet (examples may include in person meetings being prohibited, stay-at-home orders initiated, etc.)
- If a Member confirms being exposed at a BNI meeting
- If BNI is in the news in a negative context (either within or outside of your region)
- The venue had an exposure

Procedure for a Chapter to Restart In-Person Chapter Meetings



- The Director Consultant meets with the Leadership Team and Membership Committee via Zoom to get initial feedback on going back to in-person meetings. It is important that the Leadership Team and Membership Committee understand the new suggestions for in-person meetings using the New Meeting Procedures for a Safe Relaunch (p9).
- If the Leadership Team and Membership Committee agree, then it is presented to the Chapter at the end of a BNI Online meeting. Explain all the additional recommendations of the New Meeting Procedures for a Safe Relaunch (p9) to the Chapter. If there is genuine interest in going back, the next steps are the confidential survey.
- Confidentially survey the Members to determine their readiness to relaunch in-person meetings. This survey should be done at the regional level to ensure it is done without creating influence toward in-person nor online.
 - Results should be delivered to the Chapter within one week of completing the survey w/o Member names attached to results
 - If less than 100% of Members vote to go back to in-person meetings, the Chapter will continue meeting via BNI Online or utilize a Blended Meeting – this decision is at the discretion of the Executive Director. Reassess and resurvey every other week thereafter to determine if they are now ready to hold a Blended Meeting
 - Note: We recommend that Chapters with survey results showing less than 100% of Members wish to return to in-person meetings utilize a Blended Meeting for a period of time.
 - The Members who are at-risk or uncomfortable going to in-person meetings should be accommodated via Zoom into the in-person meeting
- Contact the Chapter meeting venue to ensure the venue is complying with all national and applicable laws and can accommodate the Blended model (p 11) if using
- Determine if the cost of the venue for the number of Members who want to go back to in-person meetings is within the Chapter's budget.
- Ensure all Members receive the Legal Notice before scheduling the first in-person meeting.
- Ensure all Members commit to registering all their Visitors and Substitutes through BNI Connect® so that Visitors and Substitutes can receive the Legal Notice before attending the meeting.
- Train each of the Members on the New Meeting Procedures for a Safe Relaunch (p9).
- Update Chapter Type on BNI Connect®.
- Schedule the first Chapter meeting in person.

Working with the Venue Prior to Restarting In-Person Chapter Meetings

Once 100% of the Chapter has voted to restart in-person Chapter meetings, the Chapter Leadership should work with the venue to ensure it can accommodate the new recommendations for in-person meetings:

- Identify an available venue that meets your Chapter's needs
- Ensure the venue is operating within the local government regulations

- Hand sanitizer should be prominently provided throughout the venue
- Venue has, or can accommodate, projection and audio/visual equipment to facilitate Members who would like to attend meetings via Zoom

Signage Needed at Each In-Person Chapter Meeting Until Further Notice

Below are the minimum recommendations for signage for each Chapter. Signs may be developed by the BNI Marketing Department and distributed through BNI BrandShare:

1. Measures taken to reduce the spread of Covid-19
2. Chapter attendee responsibility for abiding by the guidelines
3. The measures taken can't guarantee that a chapter attendee won't contract Covid-19
4. Chapter attendees attend at their own risk.

New Meeting Procedures for a Safe Relaunch

Before the Meeting

- All Visitors and Substitutes must be registered using BNI Connect® so that the Visitor can receive the Legal Notice.
- Any Chapter attendee who is not feeling well or is 'high risk' should not attend the in-person meeting.
- Any Chapter attendee who has tested positive for COVID-19 should not attend the Chapter Meeting for at least 14 days after the required quarantine has ended.
- Any Chapter attendee who has had contact with a known case of COVID-19 should not attend the Chapter Meeting for 14 days after the required quarantine period has ended.
- Set out the BNI Global approved signage at the meeting venue.
- If Blended, set up the computer and screen/projection so that Members wanting to attend via Zoom are accommodated. Ensure there is an audio solution that does not require Members to pass a microphone around.
- Pre-print all name badges for the Visitors and Substitutes who are registered so that the Visitor can pick up their name badge from the table themselves. If pre-printed name badges are not used, the Visitor Host should write the Visitor's name on the name badge.

Reporting

- It is important that the Vice President keeps accurate attendance records for each meeting. It is important we know which Members attended each meeting accurately.
- The Secretary/Treasurer marks Visitor and Substitute attendance. It is important we know what Visitors and Substitutes were at each meeting accurately.



TMR Communication

Now, perhaps more than ever before, it is a great opportunity to build relationships with Director Consultants, Ambassadors and Members.

Key Messages for the Communication Plan

Communication Plans to Members should include:

1. Excitement about the relaunch of in-person Chapter meetings while reminding the Members that BNI Online™ meetings are still available and highly productive for those who aren't quite ready to return
2. Importance of abiding by both applicable laws and BNI guidelines
3. Do not coerce Members who are high risk for illness or have family members who are high risk into participating in person. They have the option of taking a medical leave or option of switching to a BNI Online Chapter
4. All Members must be able to receive the benefit from BNI through this process. That means Members who are not comfortable coming back in-person must be able to join the in-person meeting via Zoom during the transition period, or moved to permanent online Chapters.
5. The 'penalty' for Chapters who do not comply with applicable law and BNI guidelines includes being asked to go back to BNI Online or removal from the BNI system
6. How Members and Director Consultants who observe unsafe behavior can report that without penalty

Frequently Asked Questions (FAQs)

What does TMR stand for?

TMR stands for Traditional Meeting Relaunch.

What is a Blended Meeting?

A "Blended Meeting" is one which is conducted both in-person and with BNI Online; with some Members attending the venue and others logging in virtually. Venues must be set-up in a manner such that those participating via BNI Online can fully see and hear all Members' Weekly and Feature Presentations.

What kind of tech is required for a Blended Meeting?

We recommend the following tech to ensure an impactful experience for everyone – a camera set up to display the entire Chapter, especially the individual speaker, a laptop (with a microphone) to connect to Zoom, and a speaker so those in the room can hear those attending virtually.

What do we do if a venue doesn't have the infrastructure to run a Blended Meeting?

We recommend working with the Chapter to locate a new venue that has both the space for additional tech and WiFi usage. Without the infrastructure, Members and Visitors will not be able to attend virtually.

How do you keep track of attendance when running a Blended Meeting?

Once you have approved a Chapter to return to in-person and have decided to implement a Blended Meeting, ask each Member to commit to attending either in-person or virtually. Share this list with the Vice President. **If a Member decides to attend the Meeting virtually, even though they have committed to in-person, the VP will mark them as absent as per the existing attendance policy.**

If someone who commits to staying virtual wants to attend the Blended Meeting in-person, will they be marked absent?

No. The purpose of TMR is to help every Member either a) return to their in-person Meeting or b) place them in a permanently online Chapter if that is what they ultimately decide they want. If a Member indicates they would like to attend in-person, the LT should subsequently work with them to determine how to help them return to in-person 100%.

What is a Hybrid Meeting?

A "Hybrid Meeting" is one in which Members attend an in-person meeting at their venue the first week of each month and participate virtually via BNI Online for the remaining weeks of the month. All Members participate together in the same format (either in-person or virtually). Members not comfortable meeting in-person for the first week of the month can send a substitute or take an absence.

Why do I need to offer an alternative (i.e., a Blended Meeting) to either 100% online or 100% in-person if I live in a state that offers the vaccine to everyone?

Regardless of vaccinations, Members still may not be comfortable returning to in-person events, meetings, etc. for a variety of reasons. The TMR process was created as an inclusive way to bridge the gap between Members that want to return to in-person and those that want to continue online

temporarily. Electing not to offer the Blended Meeting option will undoubtedly negatively affect your business.

What is BNI's stance on vaccines/masks?

It is not our policy to ask members whether they are vaccinated. We recommend that if they are not, they wear a mask at in-person meetings. All members will be expected to do everything they can to keep each other and themselves safe.

Where can we find the Legal Notice that needs to be distributed to Members, Visitors, Substitutes, and Directors attending an in-person meeting?

The Legal Notice is included in this manual on page 13.

How do we share the Legal Notice with Chapters?

Once you have conducted the survey and determined that the Chapter can now return to in-person meetings (including Blended Meetings), we recommend including the Legal Notice in the approval email that you distribute to the Chapter. Additionally, we recommend each Chapter displays the Legal Notice at each meeting via a simple sign.

How do we share the Legal Notice with Visitors?

The Legal Notice can be added to Visitor Registration Confirmation and the Visitor Reminder email notifications (Template #620 and #650) in BNI Connect.

Do different emails get sent depending on whether the Chapter is meeting in-person vs. online? if chapter is meeting in person versus online?

Currently, BNI Connect does not have this capability. Our team is diligently working on a solution. We expect to have this finalized in Q3.

Can we continue with the Blended/Hybrid model permanently?

No. The alternative models are a temporary stopgap to help the Chapter determine the best 100% model moving forward permanently. After 8 weeks of the alternative model, Chapters will have to decide if they will continue 100% in person or 100% online.

Do we still need to keep a record of everyone that attends the meeting in the event of an exposure?

Yes. As outlined in this manual, it's critically important the Vice President and Secretary/Treasurer are keeping 100% accurate records through the PALMS report and Visitor attendance in the event (including those that do not register) of an exposure.

How do you handle a Visitor who attends an in-person meeting without registering?

We recommend training your LTs to ensure the Chapter is keeping 100% accurate records, including implementing a process for how to account for non-registered Visitors.

What happens if someone gets COVID-19 at an in-person meeting?

Please follow the COVID-19 Exposure Protocols as outlined in the manual on pages 14-15.

Appendix

Legal Notice Regarding Risk

EXHIBIT 1

This release is a draft document, please seek advice from your own counsel to ensure jurisdictional compliance

Legal Notice

While BNI has taken the appropriate steps to mitigate the risk of COVID-19 being transmitted at the BNI Chapter Meeting, BNI cannot prevent you from becoming exposed to, contracting, or spreading COVID-19 as a result of attending a BNI Chapter Meeting. Therefore, if you choose to attend a BNI Chapter Meeting you may be exposing yourself to and/or increasing your risk of contracting and/or spreading COVID-19.

By attending in-person BNI Chapter meetings, you agree to forever release and waive your right to bring suit against the BNI Chapter, BNI Global, LLC and its affiliates, together with all of their respective present and former officers, employees, Members, directors, agents, servants, representatives, parents, subsidiaries, franchisees, successors, and assigns (“BNI”), in connection with exposure, infection and/or spread of COVID-19 related to your attendance at any BNI Chapter meeting. You understand that this notice means you give up your right to bring any claims including for personal injuries, death, disease or property losses, or any other loss, including but not limited to claims of negligence and give up any claim you may have to seek damages, whether known or unknown, foreseen or unforeseen.

This notice shall be binding upon your survivors, heirs, successors, and assigns. You understand and agree that this is a release of liability.

Media Inquiries

1. If a reporter from the media begins to ask you questions on any subject, you are to reply with:
“I would like to help you get answers to your question. I will need to put you in contact with our spokesperson, Terry Atkins. He will be happy to assist you.”
2. Under no circumstance is any BNI Associate authorized to make any statement to any representative of the media concerning any incident or event that in any way involves BNI unless specifically authorized to do so by the BNI Spokesperson, Terry Atkins.
3. Don’t feel obligated to say anything but the approved statement: Repeat,
“I would like to help you get answers to your question. I will need to put you in contact with our spokesperson, Terry Atkins. He will be happy to assist you.”
4. Immediately send the following information to BNI spokesperson, Terry Atkins at terryatkins@bni.com:

Reporter Name: _____ Phone number: _____
Media outlet: _____ Email: _____



5. Immediately contact your Area Directors, Director Consultants and Chapter Presidents (who could be contacted by the same media outlets) to remind them of this media inquiry protocol. They too should also defer to the BNI spokesperson, Terry Atkins.
6. **Urgent Meeting should be set up with the National Office, Executive Director/Regional Director (if applicable), and Terry Atkins immediately.**

COVID-19 Exposure Protocols

The safety and wellbeing of our Members is BNI's top priority. If a Member, visitor or associate contracts COVID-19 the following action items need to be followed:

1. If a Member, visitor or associate informs you that they likely have been exposed to or have COVID-19, immediately request them to **not attend their in-person Chapter Meeting. Contact your Executive Director** or Regional Admin (if the Executive Director is unavailable).
2. The Executive Director will gather the following information about the exposed/infected person:
Name: _____ Confirmed to have COVID? Yes No
Phone: _____ When were they last in contact with any BNI
Email: _____ Member? _____
3. **Immediately the Executive Director should contact the National Office and appropriate health/safety organization.**
4. Use the PALMS Report and Visitor Report to collect the names and contact information for all exposed participants. Consult the Vice President and Secretary Treasurer of the Chapter for any clarification needed relating to attendance.
5. **Prepare Proper Communication**
 - If potential exposure to COVID-19, prepare the potential communication protocol (p15).
 - If a Chapter Member, Visitor or Associate has been exposed to COVID-19 prepare the confirmed communication protocol (p16).

Health & Safety Protocols are Not Being Followed

If a Member, Visitor or Associate are attending in person meetings are noticing meeting participants are not following the proper safety protocols laid out by BNI and/or the applicable governing body, please report the incident immediately.

BNI Crisis Hotline (800) 825-8286 or Crisis@BNI.com

Chapter Crisis Response to COVID-19

Potential Exposure Checklist

- STEP 1:** If a Member, Visitor or Associate in your Chapter has COVID-19 the Chapter's in-person meetings should be suspended at this time.
- STEP 2:** You should contact your local health department and inform them that a participant in your local Chapter may have been exposed to the COVID-19.
- STEP 3:** Members, Visitors and Associates of the Chapter should be informed that a participant in a meeting they attended has been exposed.





STEP 4: Members should familiarize themselves with relevant information on COVID-19 through the local health department website or WHO website.

Communication of a Potential Exposure

Title: "Potentially Exposed Member"
Distribution From: Executive Director/Regional Director
Distribution To: Affected Chapter' Members, Visitors and Associates

Dear <<CHAPTER NAME>>,

Your safety and wellbeing are our top priority. Out of an abundance of caution we want to inform you that a participant attending last week's meeting at <<LOCATION>> may have been in proximity to an individual with COVID-19. It is our understanding that this participant has not shown any symptoms themselves but has been instructed by their physician to self-quarantine for 14 days. In the days ahead as we learn more and are able to share more about their condition, we will provide you an update.

We have reached out to the <<COUNTY>> Health Department to notify them of the situation. Their advice is for you to familiarize yourself with information that can be found on their website <<WEBSITE>>. They have also recommended that if you are experiencing any symptoms associated with COVID-19, that you should contact your primary healthcare provider or call the <<COUNTY>> Health Department at <<PHONE NUMBER>>. To further protect your health, we have chosen to suspend meetings at this location until further notice as a temporary preventative action.

In order to provide you the opportunity to continue to access your network and grow your business, please begin BNI Online meetings again. This will allow you meet weekly to share referrals all from the convenience and comfort of your home or office.

We appreciate your support and understanding as we work together to preserve the health and wellness of our community.

Sincerely,

<<EXECUTIVE DIRECTOR>>

<<CHAPTER NAME>>

COVID-19 Confirmed Exposure

Confirmed Exposure Checklist

- STEP 1:** If a Member, Visitor or Associate in your Chapter has COVID-19 the Chapter's in-person meetings should be suspended at this time.
- STEP 2:** You should contact your local health department and inform them that a participant in your local chapter may have been exposed to the COVID-19.
- STEP 3:** Member, Visitor or Associate of the Chapter should be informed that a participant in a meeting they attended has COVID-19.
- STEP 4:** Members should familiarize themselves with relevant information on COVID-19 through the local health department website or WHO website.





Communication of a Confirmed Exposure

Title: "Member with COVID-19"
Distribution From: Executive Director/Regional Director
Distribution To: Affected Chapter' Members, Visitors and Associates

Dear <<CHAPTER NAME>>,

Your safety and wellbeing are our top priority. Out of an abundance of caution we want to inform you that a participant attending last week's meeting at <<LOCATION>> has been diagnosed with COVID-19. It is our understanding that this individual has been instructed by their physician to self-quarantine. In the days ahead as we learn more and can share more about their condition, we will provide you an update.

We have reached out to the <<COUNTY>> Health Department to notify them of the situation. Their advice is for you to familiarize yourself with information that can be found on their website <<WEBSITE>>. They have also recommended that if you are experiencing any symptoms associated with COVID-19, that you should contact your primary healthcare provider or call the <<COUNTY>> Health Department at <<PHONE NUMBER>>. To further protect your health, we have chosen to suspend meetings at this location until further notice as a temporary preventative action.

In order to provide you the opportunity to continue to access your network and grow your business, please begin BNI Online meetings again. This will allow you meet weekly to share referrals all from the convenience and comfort of your home or office.

We appreciate your support and understanding as we work together to preserve the health and wellness of our community.

Sincerely,

<<PRESIDENT NAME>>

<<CHAPTER NAME>>

