

March, 18, 2020

TWCARMF Members, Vendors, and Partners,

As we all know, the events of the past days and weeks have been unprecedented as we all work to navigate the rapidly changing situation related to the Coronavirus (COVID-19). The Texas Water Conservation Association Risk Management Fund (TWCARMF) is committed to the safety of its staff, members, and the communities our members serve.

In response to those safety concerns, TWCARMF is closely following the Centers for Disease Control (CDC) and other government agency guidelines while identifying opportunities to adjust its operations to continue to provide the same level of service and support historically provided by TWCARMF and its staff.

To achieve this, TWCARMF staff, where possible, will begin working from home effective Monday, March 16, 2020, until further notice. Our staff has the appropriate tools and technology to accomplish this operational change. The service and support provided to our members will continue as usual; however, we do ask for your patience as staff will be working remotely. This means you may experience a barking dog, a crying toddler, or a slightly longer than usual response time as we adjust to this change.

TWCARMF staff conducting risk control services is also exploring and implementing changes in the delivery of risk control and training services, where possible. In the coming days and weeks, additional information will be provided regarding those services to be provided through virtual avenues, such as conference calls, webinars, video calls, etc. Should you have questions concerning already scheduled in-person training or risk control services, please reach out to your assigned contact if you have questions regarding the delivery of those services.

Please continue to report all claims and loss notices to OSCTexas@yorkRSG.com. For all other questions and services, please refer to the TWCARMF website www.twcarmf.org for a complete staff listing including email addresses and phone numbers.

For additional information regarding COVID-19, please visit:

[Centers for Disease Control and Protection \(CDC\) - Coronavirus resources](#)
[CDC Interim Guidance for Businesses and Employers](#)
[World Health Organization - COVID-19 Information](#)

Thank you for your patience and support. Please feel free to contact me at (512) 627-1509 or via email at Micheon.Balmer@sedgwick.com if you have questions or concerns.

Regards,

Micheon Balmer
Director, Pool Management