**Service Center Status Guidance and Communications**

***Last Updated: 4-6-21***

Updated FPAC guidance reopens some USDA Service Centers to limited visitors by appointment only. Below is updated guidance for Service Center staff related to:

* Signage
* Email signature blocks
* Voicemail

We are also including two communications items:

* County-level govDelivery article
* Talking points

This guidance replaces previous guidance on these topics. For more information on COVID-19 policy, including the USDA COVID-19 Workplace Safety Plan, visit [myfpac.usda.gov/coronavirus.](https://myfpac.usda.gov/business-center/homeland-security-division/emergency-management-branch/covid-19/index.html)

**Office Signage**

**If Service Center is closed to visitors,** [**download and use this sign**](https://myfpac.usda.gov/Assets/myFPAC/business-center/homeland-security-division/ppt/service-center-sign.pptx)**.**

*Remove out-of-date signs, if needed.*

**If Service Center is open to limited visitors,** [**download and use this sign**](https://myfpac.usda.gov/Assets/myFPAC/business-center/homeland-security-division/pdf/emergency-management/service-center-sign-if-open-eng.pptx)**.**

*Remove out-of-date signs, if needed.*

*Signs are (or will be soon) available in Spanish, Hmong, Korean, Vietnamese, and Punjabi.*

**Email Signature Block**

*Below is updated language for email signature blocks for Service Center employees to use at your discretion.*

**If Service Center is closed to visitors:**

While the [COUNTY] County Service Center is currently closed to visitors because of the pandemic, we continue to work with agricultural producers via phone, email, and other digital tools. Contact us at [OFFICE NUMBER WITH AREA CODE] to make an appointment.

**If Service Center is open to limited visitors:**

The Service Center in [NAME] County is now open to limited visitors by appointment only. Our staff also continue to work with agricultural producers via phone, email, and other digital tools. Contact us at [OFFICE NUMBER WITH AREA CODE] to make an in-person or phone appointment.

**Voicemail**

*Below is updated language for voicemail recordings for Service Center employees.*

**If Service Center is closed to visitors:**

You have reached the [COUNTY] County Service Center. While we are currently closed to visitors because of the pandemic, we continue to work with agricultural producers via phone, email, and other digital tools. Please leave a message, and we will return your call as soon as possible.

**If Service Center is open to limited visitors:**

You have reached the [COUNTY] County Service Center. We are now open to limited visitors by appointment only. Our staff is also available to work with agricultural producers via phone, email, and other digital tools. Please leave a message, and we will return your call as soon as possible.

**County-level Bulletin**

*Below is an article that can be used for* ***Service Centers closed to visitors****, either as a reminder article, or if the office opened to visitors, but then closed again.*

**Subject Line/ Title**: [NAME] County Service Center Currently Closed to Visitors

**Body Text:** The Service Center in [NAME] County is currently closed to visitors because of the pandemic, but Farm Service Agency (FSA) and Natural Resources Conservation Service (NRCS) staff continue to work with agricultural producers via phone, email, and other digital tools.

To make a phone appointment, call XXX-XXX-XXXX.

*Below is an article that can be used for* ***Service Centers open to limited visitors.*** *This can be used to signal the reopening.*

**Subject Line/ Title**: [NAME] County Service Center Reopening to Limited Visitors

**Body Text:** The Service Center in [NAME] County is now open to limited visitors by appointment only. Farm Service Agency (FSA) and Natural Resources Conservation Service (NRCS) staff also continue to work with agricultural producers via phone, email, and other digital tools.

To make an in-person or phone appointment, call XXX-XXX-XXXX.

**Talking Points**

* The safety of our staff is our top priority. We have a responsibility as an employer, a

service provider to the public, and manager of federal recreation sites to ensure the safety of our employees, contractors and the public. That’s why wearing a mask, maintaining physical distance, and making sure our workers have access to PPE are all essential.

* USDA has developed a detailed, data-driven COVID workplace safety plan that

prioritizes the health and safety of our federal employees and contractors—whether they

work in offices or out in the field, in food processing plants or in our labs—as well as

their communities, families, and loved ones.

* As part of this strategy, USDA is allowing some Service Centers to have limited visitors by appointment only.
* Visits to USDA Service Centers must be conducted in a safe manner and focus heavily on protecting both employees and customers through proper physical distancing, mask wearing, and cleaning.
* While some of our Service Centers are open to limited visitors, we will continue to work with producers through phone, email, and online tools.
* We have several virtual tools, including Microsoft Teams, to enable face-to-face meetings and Box and OneSpan to enable sharing and signing of documents.
* We value highly the in-person work that we do with our customers, and we look forward to when we can resume at 100% capacity. In the meantime, we will use phone, email, and online tools to ensure we are meeting our customers’ needs.