



## **CCMS & Associates “Essential Workers” Communication:**

Please be advised that our field adjusting staff are considered “essential works” as documented by the U.S. Department of Homeland Security Memorandum on Identification of Essential Critical Infrastructure Workers During COVID-19 Response date March 26, 2020 (reference page 11 of 11).

This memorandum is posted at / [https://www.cisa.gov/sites/default/files/publications/CISA\\_Guidance\\_on\\_the\\_Essential\\_Critical\\_Infrastructure\\_Workforce\\_Version\\_2.0\\_Updated.pdf/](https://www.cisa.gov/sites/default/files/publications/CISA_Guidance_on_the_Essential_Critical_Infrastructure_Workforce_Version_2.0_Updated.pdf/) for your review. Please be sure to make yourself familiar with this document.

As we all know that for field claims adjusters to fulfill their job responsibilities, travel to and from the insured risk to conduct the site inspection is a critical and required aspect of handling a loss assignment. Due to the ongoing mitigation efforts by the local, county, state and federal government entities, many areas are under “stay at home” or “shelter in place” orders, which means that any non-essential works are not permitted to be out in public, and may be subject to fines or citations.

While travelling to and from an insured risk, it may be a possibility you could be briefly detained by law enforcement wanting to know the reason why you are out in public. If this happens, please politely do the following:

- Provide both your valid form of identification and your adjuster’s license for review;
- Explain the reason for your being out in public
- Advise that you are an “essential worker”
- Have a printed copy of the above referenced U.S. Department of Homeland Security Memorandum readily available to support your “essential worker” status (if needed)

Thank you for your continued efforts to continue fulfilling your job responsibilities during this challenging time.

Bill Hallinan  
Director of Claims  
CCMS & Associates