

SOCAP International's

CCS20

## Customer Care Summit

April 26-29, 2020 | Indianapolis, Indiana



Dear SOCAP Members,

There have been a number of new health warnings issued by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) related to the coronavirus outbreak (also known as COVID-19). The CDC has now formally stated that gatherings of 50 or more people should be canceled or postponed for the next eight (8) weeks; WHO has declared COVID-19 a pandemic; and most states, including the state of Indiana, have now declared a State of Emergency. SOCAP takes these warnings very seriously, and the health of our members is our top priority.

Based on these serious health warnings and the fact that many SOCAP companies have now issued no-travel policies for its employees, the SOCAP board has decided to cancel the 2020 Customer Care Summit (CCS), scheduled for April 26-29 in Indianapolis, Indiana. Additionally, the Board strongly encourages SOCAP chapters to also consider canceling or postponing any planned in-person local events at this time in compliance with the recent advisories from the CDC and WHO.

SOCAP urges its members to continue using the following resources to make sound decisions regarding travel and other activities:

- [CDC travel notices](#)
- [CDC COVID-19 webpage](#)
- [WHO COVID-19 webpage](#)

Knowing how important the CCS content is to our members, SOCAP has decided to host a virtual version of the spring conference within the next few months. Additional details about this virtual event will be coming soon.

For those individuals who were registered for the in-person CCS'20 meeting, SOCAP will be following up separately about the opportunity to apply their registrations to a future SOCAP conference.

Thank you for your patience and support as the SOCAP board and staff continue to make important decisions for our organization. If you have additional questions, please feel free to contact [SOCAP](#) at (703) 519-3700.

Sincerely,

Lisa Diehl  
Blue Diamond Growers  
2020 Board Chair, SOCAP International