

SAMPLE COMMUNICATION: Family Communication – Confirmed Case COVID Nearby

UPDATE SPECIFICS AS NEEDED TO APPLY TO YOUR COMMUNITY.

Dear Resident & Family,

Insert Facility Name is concerned for the ongoing welfare, safety, and health of our residents. The Centers for Disease Control and Prevention (CDC) is monitoring the outbreak of a new virus, COVID-19. The people most likely to become severely ill from COVID-19 are older adults and those with underlying medical conditions.

COVID-19 is now spreading within our community. To the best of our knowledge, none of our residents or staff members have COVID-19.

To minimize the risk of our residents becoming sick with COVID-19, we are suspending all visits to *Insert Facility Name*. This decision is being made in accordance with recommendations from the Centers for Medicare & Medicaid Services (CMS).

We understand that connecting with family members is important. Other ways to connect include telephone, email, text, or through Skype or Facebook.

The CDC has made several recommendations to reduce the potential for the virus to enter our building. Our center is following those recommendations. These include strict handwashing procedures, and in many circumstances, wearing facemasks, gowns, and gloves when interacting with residents who are sick.

We also are staying up-to-date with the CDC recommendations. In addition, *Insert Facility Name* is following guidance from our local and state health departments. For the most up-to-date information on this topic, please visit the CDC website at <http://www.cdc.gov/covid19>.

We will notify you if any residents or staff are diagnosed with COVID-19. Thank you for your patience and understanding.

Sincerely,

Administrator