

SAMPLE COMMUNICATION: Family Communication – Confirmed Case of COVID

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.

This letter is to alert you that on **Insert Date** we learned that **one or more of our staff members/one or more of our residents** developed COVID-19. We are actively monitoring our residents for signs and symptoms of COVID-19 and are working with our local and state health departments.

All of our staff members continue to follow the CDC's recommendations to reduce the risk of spreading COVID-19. These include strict handwashing procedures, and in many circumstances, wearing facemasks, gowns, and gloves when interacting with residents who are sick.

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.

For the most up-to-date information on this topic, please visit the CDC website at <http://www.cdc.gov/covid19>.

Thank you for your patience and understanding.

Sincerely,

Administrator