

SAMPLE COMMUNICATION: Family Communication – No spread COVID - Alternative
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.

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.

At this time, we request that you do not visit the center if you have any symptoms of respiratory illness. Those symptoms include: cough, fever, sore throat, runny nose, and/or shortness of breath. Further, we ask that if you had a recent illness, you wait until you are symptom-free for 7 days before visiting. We understand that connecting with family members is important. Other ways to connect include telephone, email, text, or through Skype or Facebook.

All visitors are to use alcohol-based hand sanitizer or wash hands with soap and water before visiting and again before leaving the facility.

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