

SAMPLE COMMUNICATION: Family Communication - No Spread 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.

We do not have any cases locally and are diligently working on preventing the spread of this illness in our facility. To reduce the potential introduction of this virus into our facility, we are limiting visitation and actively monitoring admissions and all staff entering the facility.

We want to ensure that you are kept well-informed of this situation. For your information, we have enclosed a fact sheet from the CDC. For the most up-to-date information on this topic, please visit the CDC website at <http://www.cdc.gov/covid19>.

We are respectfully asking that any family or household member not visit the facility if they have any flu-like symptoms such as fever, cough, sore throat, or runny nose. All visitors are to use alcohol-based hand sanitizer or wash hands with soap and water before visiting and again before leaving the facility.

Thank you for your patience and understanding.

Sincerely,

Administrator