

SAMPLE COMMUNICATION: Family Communication on Resident(s) Positive for COVID

Update specifics as needed to apply to your community.

Good afternoon {ALCOMMUNITYNAME} Family Members –

We want to inform you that we learned early this morning that we have {#} assisted living resident{s} that {has/have} tested positive for COVID-19. Rest assured that our residents' safety remains our top priority. We have been working with the {Insert Virginia agency e.g. VDH, VDSS} and have a comprehensive plan in place to stop the virus from spreading to others.

We must respect the privacy of the resident; however, we can share that they required an emergency hospital visit last week, and we believe that is where they likely contracted the virus. We administered a precautionary COVID-19 test once the resident returned from the hospital, even though they were not (and are still not) exhibiting any signs or symptoms. The resident has also been quarantined in their apartment so interaction with staff and other residents has been limited.

We have been working with the Virginia Department of Health (VDH) to leverage their resources to help manage this situation. Here are some additional measures that are being taken to ensure the safety of everyone at {ALCOMMUNITYNAME}:

- {Insert Virginia agency e.g. VDH, VDSS} has responded by {insert response actions (e.g. providing PPE supplies, providing testing supplies, providing guidance, etc.)}
- Additional residents and staff members will be tested for the COVID-19 per VDH and Centers for Disease Control and Prevention (CDC) guidance.
- {Insert current situation on PPE supplies – it's okay to ask for donations}
- {Insert staff procedures for caring for residents that are positive with COVID – e.g. Only one caregiver will be dedicated to this resident on each shift to limit the potential for exposure to other staff members and residents}
- Staff members are continuing to wear protective masks at all times and are following appropriate hand hygiene and other infection control protocols.
- We will continue to follow the directions and advice of our state and local health agencies.

We understand this is a difficult time for everyone. We will continue to provide you with updates as they become available. As always, please feel free to call or email us to ask questions, get updates on your loved one, or just to provide encouragement to our team. {Insert STAFF CONTACT and CONTACT INFORMATION if someone specific is to be contacted for community/resident inquiries.}

Video chats such as {insert video chat platform capabilities – e.g. FaceTime, Skype, Zoom, etc.} have been a great way to stay connected with residents. Feel free to call or email {STAFF CONTACT and CONTACT INFORMATION} to arrange a video chat for your loved one.

Thank you again for your support and continued trust as we navigate through these unprecedented times.

Regards,
{NAME}
{TITLE}