\*\*Template Letter for Family Members on Center Letterhead\*\*

To Our Residents and Family Members:

We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at **[Enter Facility Name]**. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. Currently, we don’t have any cases in our **[center/community]**. The Centers for Disease Control and Prevention have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

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. We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text or through Skype or Facebook. Or, you can call often to check-in with us regarding your loved one.

Our center is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures. We also are staying up-to-date with the CDC recommendations as they are updated. In addition, our **[center/community]** is in close contact with the local and state health department and are following their guidance.

For additional information, please visit the [CDC’s coronavirus disease information page](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

Thank you for entrusting your loved one to our facility. We remain committed to providing excellent care, and we welcome your questions any time.

Sincerely,

**[FILL IN YOUR CENTER INFORMATION]**