

# COVID-19 Transmission: Sample Notification Letter to Residents and Family Members

**[Date]**

Dear Residents, Families, and Friends:

We want to inform you that at **[FACILITY NAME]**, we have identified **[#]** confirmed cases of COVID-19 among residents and staff.

The safety of our residents and staff is our top priority. To our residents, if you are diagnosed with COVID-19, we will notify you directly and contact loved ones or a representative with whom you have given us permission to communicate. To reduce the spread and impact of COVID-19, we continue to follow guidance from the Centers for Disease Control and Prevention (CDC) and the Center for Medicare & Medicaid Services (CMS).

We are staying in close communication with local and state health officials to ensure we are taking the appropriate steps under the current circumstances, including:

- Enhanced infection control precautions, such as wearing personal protective equipment (PPE) when we care for residents, increasing the availability of hand sanitizer, and more frequent cleaning and disinfecting of high-touch surfaces. Residents may also be moved in the facility to prevent the spread of the virus causing COVID-19.
- Screening residents and staff for COVID-19 symptoms, as well as anyone else who must enter our facility. Only staff and volunteers who must enter the building will be permitted entry.
- Restricting visitation except for situations such as end of life.
- Testing staff and residents for the virus causing COVID-19 based on current protocols and availability of tests.
- Providing and requiring facemasks for all staff to wear.
- Providing cloth face coverings for residents, if tolerated and following CDC guidance: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>.
- Requiring all others entering the facility to wear cloth face coverings to prevent the spread of COVID-19.
- Postponing group activities and helping residents to practice social distancing.
- **[ADD ANY OTHER RELEVANT STEPS]**

We encourage you to review the CDC website for information about COVID-19, including its symptoms, how it spreads, and actions you can take to protect your health: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

All of us at **[FACILITY NAME]** understand that this is a serious situation and might be frightening. Additional information about coping with stress can be found on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>.

We will continue to provide you with regular updates about the situation and will promptly notify you if we identify any additional residents or staff with confirmed COVID-19. We encourage you to contact us with questions and concerns. Please call us at **[NUMBER]**, email us at **[EMAIL]**, or visit our website or listserv **[INSERT DETAILS HERE]** for updates.

The safety of our residents and staff is our top priority.

Sincerely,

**[CENTER INFORMATION]**