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

***\*\*Please Tailor as Needed\*\****

***As of March 14, 2020***

***Note: CMS requires centers to notify potential visitors to defer visitation until further notice***

To Our Residents and Family Members:

We know you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us at **[FACILITY NAME]**. Making sure residents are cared for in a safe and healthy environment is our top priority.

**The [federal/state] government has directed that we restrict all visitors and volunteers from visiting the facility. This includes family and friends. This restriction is in effect until further notice.** We are posting signs in entryways to notify visitors and actively screening individuals, including staff, who do need to enter the building.

**We may only allow visitors for compassionate care reasons, such as end-of-life situations. This will be handled on a case-by-case basis.** We will actively screen anyone who must visit for this purpose. Protective measures will be followed during these visits. If visitors have respiratory symptoms such as a fever, they will be restricted from entering the building.

We understand connecting with your loved ones is incredibly important. There are a variety of other ways to consider communicating including telephone, email, text, video chat or social media. We are happy to facilitate these methods of communication. **Please contact [POINT OF CONTACT AND CONTACT INFO] if you need assistance in using these alternative communication methods.**

We will stay up to date on the federal government’s recommendations as they may continue to change. Our **[CENTER/COMMUNITY]** is in close contact with the local and state health department and are also following their guidance.

Should you have any questions, please contact our center at: **[PLEASE FILL IN YOUR CENTER’S CONTACT INFORMATION AND TAILOR TO MEET YOUR CENTER’S NEEDS.]**

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

Sincerely,

**[FILL IN YOUR CENTER INFORMATION]**