

March 16, 2020

[NAME],

We understand the concerns you and your family are experiencing with the world-wide COVID-19 health crisis – especially as you have a loved one living in our care. The pandemic's potential impact on the elderly population is of utmost concern to every one of us at [NAME]. Everything we do is focused on protecting your loved one's health and safety. That's why we have enacted additional preventive measures in our communities beyond our historically stringent standards.

Every year, flu season always triggers a heightened vigilance toward our residents' health and our operational excellence. Because of this new virus, we have instituted a wider range of additional procedures and practices to help ensure the well-being of our residents and employees. These include:

- Re-educating our staff on best infection control practices in managing daily tasks throughout our community – i.e. Handwashing, linen care, increasing the frequency of disinfecting all surfaces, tools and utensils, especially high-touch surfaces
- Screening staff upon arrival for signs of flu symptoms on a daily basis and direct any staff who may be sick to stay home
- Screening visitors and suppliers for risk characteristics, i.e. Recent travel experience, signs of symptoms, etc.
- Posting updated signage about infection control protocol throughout communities
- Increasing the monitoring of resident's health status from XXXX to daily
- Conferring with healthcare partners and providers to address unique care needs
- Curtailing the frequency of visits from family and friends, as needed
- Identifying opportunities for residents to connect with families through video and other digital technologies
- Limiting the size of group activities while still maintaining the enriching experiences they provide as appropriate.
- Providing regular updates to residents and families
- **OTHER ACTION ITEMS YOUR ORGANIZATION IS TAKING**

This is a rapidly changing situation, so we are constantly monitoring communications from the Centers for Disease Control and Prevention, World Health Organization, and state departments of public health. We will adjust our operations, as appropriate and/or mandated, in this rapidly changing environment.

Please don't hesitate to contact us **(insert community contact with phone number)** with any questions or concerns. Thank you for placing your trust in us to care for your loved one. We are here for your loved one, and we are here for you.

Sincerely,
[NAME]
[TITLE]
[PHONE]
[EMAIL]