**\*\*Template Letter for Communities/Organizations Who Are REPORTING Positive Case of COVID-19\*\***

**\*\*Please Tailor as Needed and Distribute on Community/Organization Letterhead\*\***

**URGENT MEMORANDUM**

**DATE**: [Date of Issuance]

**TO**: All [Your Community Name] Community Members

**FROM**: [Authorized Administrator/Leadership Representative]

**RE:** Positive Case of COVID-19

Dear [Your Community Name] Community Members,

As our nation, [insert state] and local communities deal with the coronavirus pandemic, we want to provide you with an update on how it has impacted our community and the steps we’re taking to address it.

As of today, [insert date] [insert number] staff members working in our [insert division] have tested positive and are quarantined at home. We’re currently following the “Criteria for Return to Work for Health Care Personnel with Confirmed or Suspected COVID-19” guidance issued by the Centers for Disease Control and Prevention (CDC). We have contacted all people who have come into contact with these employees, and as a result, [insert number] more people are being tested.

As the number of overall cases in our country and [insert state] increase exponentially, we expect there will be additional cases at our community because this disease especially impacts people who live in communal settings.

Please know that we have followed, and will continue to do so, all guidance set forth for privacy, patient care, employee safety, and efforts to stop the spread of COVID-19 as provided by the [insert state] Department of Health (DOH) and the federal Centers for Medicare & Medicaid Services (CMS). [These guidelines can be found here](https://www.health.pa.gov/topics/disease/coronavirus/Pages/Nursing-Homes.aspx). We remain in constant contact with DOH and CMS.

Prior to each shift, staff are required to wash their hands, take their temperature, and answer a series of questions to ensure they are not exhibiting any known COVID-19 symptoms. Employees also take their temperatures at the conclusion of their shift. Any employees who develop symptoms during a shift are immediately sent home. At that point, they are directed to quarantine at home. This process is also followed for outside vendors and agency workers, though these visits have been curtailed.

We also conduct a rigorous sanitation regimen that follows, and in some cases exceeds, all state and federal guidelines. We have increased the daily volume of cleaning done in common, medical and residential areas. All protective and medical equipment are thoroughly cleaned and disinfected.

Although this can be a challenge at times when providing medical care, our facility continues to practice safe distancing guidelines by limiting the number of people in one area and maintaining 6 feet of separation. Doors are shut in common areas to discourage group gatherings. Our restaurant is now closed for dining, but meals are available for pickup or delivery to residents and staff.

[Community] appreciates your understanding as we continue to vigorously enforce the state’s decision to restrict all visits into the facility at this time. This is certainly frustrating when wanting to see loved ones, but we want to do everything in our power to keep our residents healthy. We continue to encourage family members to communicate regularly through FaceTime or Skype calls, phone calls, and emails. For more information on scheduling virtual visitation, please contact a member of our activities departments at \_\_\_\_\_\_\_ [number] for residents in health care or personal care, and \_\_\_\_\_\_\_\_\_ [number] for residents living independently in apartments or cottages.

We will continue to provide you with periodic updates with as much information as we can on our efforts to combat COVID-19. On behalf of the entire [Community], I want to thank each of you for your continued patience and prayers. It means a great deal to us.

Sincerely,

[Community] Administration