\*\*Template Letter for Residents on Center Letterhead\*\*

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

To Our Residents:

We know some of you may be concerned about the spread of COVID-19 (the novel coronavirus) being reported in the media and how it may impact us here at **[Enter Community or Organization Name]**. Ensuring residents are served in a safe and healthy environment is our greatest concern. The Centers for Disease Control and Prevention (CDC) 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 we can help protect each other and prevent the spread throughout the community.

In addition to practicing good hand hygiene, the CDC recommends calling your medical providers if you experience any symptoms of respiratory illness so that you can follow the correct infectious disease protocol before visiting a medical facility. Those symptoms include cough, fever, sore throat, runny nose, and/or shortness of breath. **[Our facility also has the following telehealth resources available onsite]**.

**[We are posting CDC posters on our entryway doors to notify visitors of the symptoms of COVID-19.]** While we understand that connecting with family members and friends is incredibly important, we recommend that you connect virtually (through skype, Facebook, text, and telephone) with visitors who present with symptoms. Staff can assist with technology questions you may have for this purpose.

Lastly, we recommend that residents prepare their household by stocking up on important supplies. Our **[staff/service coordinator]** can help refer you to community organizations for assistance with food, transportation, and health services as needed.

Our **[community/organization]** is in close contact with the local and state health departments and are following their guidance. We will notify you if any residents or staff report a COVID-19 diagnosis. Should you have any questions, please feel free to contact us at: **[PLEASE FILL IN YOUR COMMUNITY/ORGANIZATION’S CONTACT INFORMATION]**

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

Thank you and please reach out if you have any questions or concerns.

**[FILL IN YOUR CENTER INFORMATION]**