

****Template Letter for Residents and Family Members on Facility Letterhead****

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

As of March 14, 2020

Note: CMS requires facilities 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.

CMS and the Missouri Department of Health and Senior Services 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 and State governments' recommendations as they may continue to change. Our **[FACILITY/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 FACILITY'S CONTACT INFORMATION AND TAILOR TO MEET YOUR FACILITY'S NEEDS.]**

For more information, please visit the CDC's coronavirus disease [information page](#).

Sincerely,

[FILL IN YOUR FACILITY INFORMATION]