**SAMPLE RESIDENT LETTER**

Dear [Resident:

As you have heard in the news, the Coronavirus (COVID-19) has been identified in Tennessee. We do not have any cases of COVID-19 at our community, but this development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control (CDC). Please know that maintaining your health, wellness, and safety is our number one priority. We are taking steps now to prevent this illness and be positioned to respond quickly and effectively should it impact someone in our setting.

Effective immediately, based on state requirements, all visitations of non-essential individuals will be restricted from entering our community. All essential individuals will be screened prior to being permitted into our community to determine if they meet any of the following criteria:

* Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
* In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19.
* International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Essential individuals are facility staff, outside medical personnel, vendors, adult protective services staff, licensing/survey staff, LTC Ombudsman & deputies (not volunteers), friends or family who are essential for your emotional well-being and care, or friends and family members visiting during end-of-life stages.

If essential visitors meet any of these criteria they will be required to:

* Limit their movement to your apartment/room
* Limit surfaces touched
* Use appropriate personal protective equipment (PPE) – gown, gloves & mask
* Limit physical contact with you

There can be only 2 essential visitors visiting you at a given time. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone, video chat, e-mail, or social media.

Please know that the news about the spread of this new disease is concerning for us all. In addition to limiting visitation to prevent the illness on our campus, we are also focused on infection control best practices with our staff and residents. Staff have been trained on the symptoms of the Coronavirus (COVID-19), CDC recommended infection prevention techniques, and have clear protocols for staff to stay home and not come to work if they are ill or symptomatic. Remember that you are a key partner in keeping yourself and others healthy—wash your hands often; avoid touching your eyes, nose, and mouth; notify staff if you feel sick.

We continue to monitor information and guidance from the CDC and are working with state and local public health and emergency preparedness officials to prevent the illness and strengthen our preparation for a possible outbreak.

We apologize in advance for any inconvenience this may cause, but we are keeping your safety as our number one priority. Communication is key, and we will continue to update you on any news, emerging issues, or changes in our regular operations. In the meantime, please do not hesitate to contact me at any time with questions or concerns you may have.

Sincerely,

[INSERT NAME AND INFORMATION]