Hello [YOUR COMMUNITY NAME HERE] Families, Staff, and Friends:

I am sure you are aware of the continued local and national developments related to the COVID-19 disease (coronavirus). Understandably, there is a lot of concern regarding how this virus will impact our local community and the surrounding areas. The recent spread of the coronavirus around the world is of significant public concern. Therefore, we are closely monitoring the situation as it evolves and checking the guidance issued by the Centers for Disease Control and Prevention (CDC) and [YOUR STATE] Health Department.

[YOUR COMMUNITY NAME HERE] has been actively working within the guidelines provided by the CDC and our local/state health department. We will closely monitor developments and follow the directions of our local health department and other related agencies. [YOUR COMMUNITY NAME HERE] has dedicated plant operations and housekeeping teams who continually work diligently to see that our communities are clean, safe, and disinfected regularly. Our infection control communications person is [THEIR NAME HERE], and he/she can be reached at [CONTACT INFORMATION] for additional information.

We are following these recommendations:

- Avoid touching your eyes, nose, or mouth.
- Practice strict standard precautions with attention to hand hygiene and coughing/sneezing etiquette.
- Hand sanitizer dispensers should be readily available throughout the community.
- Increase focus on cleaning and sanitizing protocols; especially in common areas and high touch surfaces.
- Staff who are sick should be examined by their healthcare provider and may be directed to stay home from work until they are cleared to return.

We ask that all visitors—including family, friends, and vendors—to please reschedule any visits to the community if they are sick or have traveled to affected countries within the last 30 days.

We will continue to stay in contact and provide timely information that may come from our local Health Department, the [YOUR STATE HERE] Health Department, or CDC (https://www.cdc.gov/coronavirus/2019-ncov/index.html).

We greatly appreciate your support in our efforts to keep our residents and communities COVID-19 disease free.

Sincerely,

[YOUR COMMUNITY NAME HERE]