

Dear [Family Member/Guardian Name],

Because the safety of those we serve is of utmost importance to us, I want to share some information with you regarding our efforts regarding the new Coronavirus (COVID-19) illness that you've heard about recently.

The symptoms of COVID-19 (or Coronavirus disease 2019) are very similar to other illnesses like the flu and include fever, cough and shortness of breath, with the severity of illness ranging from mild to severe.

Our goal is to minimize the risk of exposure to any and all infections while continuing to provide the support and services that your loved one needs to remain safely at home and live their best life!

When individuals we serve are known to have any infection, our employees know to follow specific precautions that reduce the risks of cross-contamination. Our staff have been specially trained in these preventive infection control measures. It's particularly important to ensure that surfaces like doorknobs, telephones, remote controls, counters, etc are frequently disinfected, and our staff have also been trained in these procedures.

If any of our employees are ill or have symptoms of acute respiratory illness (like a fever, cough, or shortness of breath), they do not work until they are free of fever, signs of a fever, and any other symptoms for at least 72 hours.

I'd also like to ask you refrain from visiting until further notice. Please maintain contact with your loved one by phone instead of in-person visits. Always follow general infection control measures by covering your nose and mouth with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available) and washing your hands frequently.

Please don't hesitate to contact me at [phone number] if you have any questions.

Sincerely,

[Executive Director/Branch Manager name]

[title]