

Dear [Patient/Client Name],

Because your safety is of utmost importance to us, I'd like to share some information with you regarding our efforts regarding the new Coronavirus (COVID-19) infection that you've heard about recently.

Our goal is to minimize your risk of exposure to any and all infections while continuing to provide the care that you need to remain safely in your home.

When individuals we serve have a known infection, our employees know to follow specific precautions that reduces the risk of cross contamination to other clients. Our staff are specially trained in these preventive infection control measures to ensure your safety. 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.

Rest assured, if any of our employees are ill or who 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.

Please remember that it's important to wash your hands frequently, avoid touching your face and to cover your nose and mouth with a tissue when coughing or sneezing (or an elbow or shoulder if no tissue is available).

For your safety and well-being, we also recommend that you limit visitors, especially those who may be ill.

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

Sincerely,

[Executive Director/Branch Manager name]

[title]