**CORONAVIRUS CASE CONFIRMED – SAMPLE RESIDENT/LETTER**

***Updated November 2, 2020***

Dear [Resident/Family Member]:

I want to let you know that we have identified a [positive/confirmed] case of COVID-19 in our building. Our priority is to keep everyone safe and healthy. Please know we are doing everything we can to stop the spread of this virus.

We are taking aggressive infection control measures which we believe will help us manage this situation as effectively as possible. We are working with the Minnesota Department of Health (MDH) to ensure we are taking all appropriate steps. In addition, we are following recommended COVID-19 guidance from [the Centers for Medicare & Medicaid Service and][include reference to CMS if you are a nursing facility] the Centers for Disease Control & Prevention to protect our residents and staff from this virus and will continue to take every action possible to prevent it from spreading in our setting.

Also, you may have noticed the changes in our regular operations as part of our response plan:

* Modifying our visitation policy based on MDH guidance for everyone’s safety. We encourage loved ones to communicate with residents by phone or video chat, if possible. [Add details of how you will also accommodate Essential Caregiver and/or compassionate care visitation during this period.] We understand that the visitation limitations will be hard, both for residents and family. As soon as we’re able to change this, we will let you know. If you have questions or concerns, please call [insert on-call person here.]
* Implementing enhanced infection control measures. This includes [insert actions here - such as limiting residents from congregating in social spaces, moving throughout the building or keeping them in their rooms; dedicated staff to serve residents who are infected or may be at higher risk, etc.]
* Isolating residents who have tested positive: We have set up a separate isolation area in our building to treat residents who have testing positive for COVID-19 and assigned a dedicated staff team to that unit to limit potential spread of the virus in our setting.
* Monitoring and screening residents. [insert details on what you are doing here]
* Continuing to screen staff prior to beginning work and upon leaving. Staff are not allowed in the building if they are ill. Screening includes [insert practices—temperature taking, screening questions, etc.] Any staff who exhibit symptoms are instructed to self-quarantine at home.
* [Insert other modifications to normal operations, as you see fit, such as temporary limitations on communal dining or activities, etc.]

We will continue to update you on any news, emerging issues, or additional changes in our operations via [insert family hotline, website, email].

Throughout these past several months, we know that you are making sacrifices. We are committed to ensuring that physical distancing does not mean isolation. We are working hard to have a variety of activities that engage our residents and are doing all we can to make alternative means of communication possible between you and your loved one. If you have issues or concerns, please let us know or you can also call the Office of Ombudsman for Long-Term Care at 800-657-3591.

We know that this news may cause you concern or you may have questions about what we are doing to keep everyone safe and healthy. Please do not hesitate to reach out to me at [insert phone and email].

Sincerely,