**CORONAVIRUS: SURGE PLANNING & RESPONSE**

**SAMPLE RESIDENT/FAMILY LETTER**

***Updated: November 2, 2020***

Our priority as COVID-19 continues to spread across our state is to keep everyone who lives and works at [Insert Organization Name] safe and healthy. We are realistic about the challenges we face in combatting COVID-19 and have appreciated your support during the long months we’ve endured so far.

As you know, we have residents [and staff] in our community who have tested positive for COVID-19. This was not unexpected, and we have put aggressive procedures in place to both care for those stricken by the virus and minimize transmission to others.

The residents who have tested positive for COVID-19 are isolated from the rest of our community and are being cared for as they recover by a designated staff team. The staff who have tested positive are quarantined at home and will not be allowed to return to work until they have recovered from the virus and passed our return-to-work protocols.

We continue to work with the Minnesota Department of Health and are following COVID-19 recommendations from the Centers for Disease Control & Prevention [and the Centers for Medicare & Medicaid Services, include reference to CMS if you are a nursing facility].

Our top priority is to support and protect our residents and dedicated caregivers. We have equipped our staff team with the training and supplies needed, such as masks, gloves and gowns, to provide safe, quality care, services and support to our residents. We have worked with everyone in our community on hand hygiene and safe physical distancing.

We know that you too 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 other 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 that 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,