



# CORONAVIRUS

## Communication – Visitation Policy

Purposeful communication to residents, family, staff and others is critical to maintaining a calm atmosphere and to reassuring your community that your organization is prepared. As you revise your visitation policies to prevent the potential spread of COVID-19 in your setting, make sure to communicate the new policy and procedure with residents, staff and families. You may also want to be prepared for media inquiries. Follow these key communications steps:

### STEP ONE: REVIEW & UTILIZE THESE COMMUNICATION RESOURCES

You can personalize these sample resources to use with Residents/Tenants, Families, Staff, Visitors/Vendors, and Media.

[SAMPLE RESIDENT/FAMILY LETTER](#)

[SAMPLE STAFF LETTER](#)

[SAMPLE VISITOR VENDOR NOTICE](#)

[TEMPLATE PRESS RELEASE](#)

### STEP TWO: REVIEW AND REVISE YOUR COMMUNICATION POLICIES

Review your communication policies and remind staff of your policies related to:

- Media
- Privacy
- Social Media