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 and abide by the new guidance issued by the Centers for Medicare & Medicaid Services, make sure to communicate the new policy and procedure with residents, families and staff. You may also want to be prepared for media inquiries.

**COMMUNICATION RESOURCES – VISITATION POLICY**

Review and 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 NEWS RELEASE**

*Note: While the CMS guidance was issued for nursing homes, we believe similar measures are appropriate in all settings. The materials provided in this toolkit are applicable to all settings - nursing homes, housing with services/assisted living and adult day.*