



## Communication – Visitation Guidance

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](#) and [guidance from the Minnesota Department of Health](#), make sure to communicate the new policy and procedure with residents, families and staff. You may also want to be prepared for media inquiries.

*Update: March 19, 2020*

### COMMUNICATION RESOURCES – VISITATION POLICY

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

#### Messaging Resources

[Fact Sheet](#)

[Sample Resident/Family Letter](#)

[Sample Staff Message](#)

[Sample Vendor Notice](#)

[Sample News Release](#)

#### Decision Trees/Process Workflows:

[Managing Staff Screening for COVID-19](#)

[Managing Potential Resident COVID-19 Cases](#)

[Managing/Screening People Arriving At Your Building for COVID-19](#)