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