**COVID-19 Related Loss in LTC Setting – SAMPLE RESIDENT/FAMILY LETTER**

*Updated: November 2, 2020*

It is with a heavy heart that we send this message to you. On [Insert time and date here]**,** we were devastated to learn that a person from our community had passed away [in the hospital/or other location] where they were being treated for COVID-19 infection.

Our entire community grieves this tragic loss. For all of us here at [Insert organization name here], providing the best possible care and protecting the health and wellness of residents and staff is of highest priority.

We also know that keeping you informed is a key responsibility for our team. Each week, we will continue to provide you with an update on the number of residents and staff who have been impacted and the steps we’re taking to do all that we can do stop this virus.

Please know we follow all federal and state guidelines and recommended practices to stop the spread of COVID-19, and while caring for residents in isolation, staff follow guidelines for wearing full protective equipment, including medical gowns, eye protection and masks, and are restricted to work solely in their units.

Although families are continually notified of their loved one’s condition, please know that we are bound by federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA) and the Minnesota Health Records Act, which protect the privacy of our residents and limit our ability to share information about other residents.

We will continue to provide you with regularly scheduled updates. We have also established a COVID-19 message hotline at [xxx-xxx-xxxx)

Thank you for your support and understanding as we get through this together. It is during these times that I am so grateful for our community’s positive spirit that shines through every day—with residents, with staff, and with family and friends.

If you have questions, please contact me at [contact info here].

Sincerely,