**\*\*Template Letter for Family Members on Center Letterhead\*\***

**\*\*For Facilities Impacted By COVID-19\*\***

**\*\*Please Tailor as Needed\*\***

To Our Residents and Family Members:

We want to inform you that we have received confirmation from the Minnesota Department of Health (MDH) that an individual at **[FACILITY NAME]** has been diagnosed with COVID-19. Resident safety is our top priority and we are doing everything we can to ensure we stop the spread of COVID-19 within our **[FACILITY]**. We are staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps.

We understand that this creates a lot of unease in our community and have taken action by screening staff, restricting visitors, and canceling group events.

We encourage you to call our center at **[FACILITY NUMBER]** for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. We encourage you to connect with your loved ones through video chat, calling, texting, or other social media formats. Our dedicated staff will assist you in helping to set this up.

This is a difficult time for everyone and we will continue to provide you with updates as they become available. We will contact you if your loved one is suspected or diagnosed with COVID-19.

We know that you may have questions and we encourage you to contact our center. [PLEASE FILL IN YOUR CENTER’S CONTACT INFORMATION AND TAILOR TO MEET YOUR CENTER’S NEEDS.]

Sincerely,

[FILL IN YOUR CENTER INFORMATION]