**SAMPLE RESIDENT LETTER COUNTIES NOT AFFECTED/ADJACENT**

Dear [Resident/Tenant]:

As you may have heard in the news, the Coronavirus (COVID-19) has been confirmed in Ohio by the Ohio Department of Health (ODH). We do not have any cases of COVID-19 at [NAME OF COMMUNITY], but this development triggers heightened infection control practices and protocols as recommended by the Centers for Disease Control (CDC). Please know that maintaining your health, wellness, and safety is our number one priority. We are taking steps now to prevent this illness and be positioned to respond quickly and effectively should it impact someone in our setting.

Effective immediately based on CDC guidance, no visitor will be permitted into our community who meets any of the following criteria:

* Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
* In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
* International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
* Resides in a community where community-based spread of COVID-19 is occurring.

Additionally, any person who has taken any recent trips (within the last 14 days) on cruise ships or participated in other settings where crowds are confined to a common location should refrain from visiting our community until they have been symptom-free for at least 14 days.

Outside of the cases above, visitors are discouraged but permitted to visit our campus. We understand that communication with your loved ones is incredibly important and encourage you to communicate with them in other ways such as the telephone, video chat, e-mail, or social media. Any visitor should expect to be screened for the issues outlined above and to follow additional infection control practices while on campus which may include wearing personal protective equipment, a specific handwashing regimen, and restricted access to portions of the building.

Please know that the news about the spread of this new disease is concerning for us all. In addition to limiting visitation to prevent the illness on our campus, we are also focused on infection control best practices with our staff and residents. Staff have been trained on the symptoms of the Coronavirus (COVID-19), CDC recommended infection prevention techniques, and have clear protocols for staff to stay home and not come to work if they are ill or symptomatic. Remember that you are a key partner in keeping yourself and others healthy—wash your hands often; avoid touching your eyes, nose, and mouth; notify staff if you feel sick.

We continue to monitor information and guidance from ODH and the CDC and are working with state and local public health and emergency preparedness officials to prevent the illness and strengthen our preparation for a possible outbreak.

We apologize in advance for any inconvenience this may cause, but we are keeping your safety as our number one priority. Communication is key, and we will continue to update you on any news, emerging issues, or changes in our regular operations. In the meantime, please do not hesitate to contact me at any time with questions or concerns you may have.

Sincerely,

[INSERT NAME AND INFORMATION]

\*\*Template Letter for Residents on Center Letterhead\*\*

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

To Our Residents:

We know some of you may be concerned about the spread of COVID-19 (the novel coronavirus) being reported in the media and how it may impact us here at **[Enter Community or Organization Name]**. Ensuring residents are served in a safe and healthy environment is our greatest concern. The Centers for Disease Control and Prevention (CDC) has recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how we can help protect each other and prevent the spread throughout the community.

In addition to practicing good hand hygiene, the CDC recommends calling your medical providers if you experience any symptoms of respiratory illness so that you can follow the correct infectious disease protocol before visiting a medical facility. Those symptoms include cough, fever, sore throat, runny nose, and/or shortness of breath. **[Our facility also has the following telehealth resources available onsite]**.

**[We are posting CDC posters on our entryway doors to notify visitors of the symptoms of COVID-19.]** While we understand that connecting with family members and friends is incredibly important, we recommend that you connect virtually (through skype, Facebook, text, and telephone) with visitors who present with symptoms. Staff can assist with technology questions you may have for this purpose.

Lastly, we recommend that residents prepare their household by stocking up on important supplies. Our **[staff/service coordinator]** can help refer you to community organizations for assistance with food, transportation, and health services as needed.

Our **[community/organization]** is in close contact with the local and state health departments and are following their guidance. We will notify you if any residents or staff report a COVID-19 diagnosis. Should you have any questions, please feel free to contact us at: **[PLEASE FILL IN YOUR COMMUNITY/ORGANIZATION’S CONTACT INFORMATION]**

For additional information, please visit the [CDC’s coronavirus disease information page](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

Thank you and please reach out if you have any questions or concerns.

**[FILL IN YOUR CENTER INFORMATION]**