

SAMPLE RESIDENT LETTER COUNTIES NOT AFFECTED/ADJACENT

Dear [Resident/Tenant]:

As you may have heard in the news, the Coronavirus (COVID-19) has been identified in Illinois by the Illinois Department of Public Health (IDPH). We do not have any cases of COVID-19 at our community nor any confirmed cases in the county, 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 the IDPH 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]