**\*\*Template Letter/Email for Communities With a Positive Case of COVID-19 \*\***

**\*\*Please Tailor as Needed and Distribute on Organization Letterhead\*\***

**URGENT MEMORANDUM**

**DATE**: **[Date of Issuance]**

**TO**: All **[Your Community Name]** Community Members

**FROM**: **[Authorized Administrator/Leadership Representative]**

**RE:** Positive Case of COVID-19

Dear **[Your Community Name]** Community Members,

Today, a case of COVID-19, the illness resulting from the novel coronavirus, has been diagnosed in a **[insert: resident/employee/etc]** of our community.

The **[resident/client we serve/staff member]** is in **[what: quarantine at home/in the hospital]**. We have notified public health officials as required and are following procedures recommended by the Centers for Disease Control & Prevention. We are taking every step as recommended by authorities to contain the spread. We want to make residents, their families, and our dedicated staff aware of this situation and reassure everyone that we are on top of it.

Developments are changing day by day, minute by minute. Our focus remains on the health and well-being of our community. We must also recognize our team for the concern and commitment they have shown to our residents during this challenging time. Our mission has never been more meaningful.

We ask that our residents and staff do all that they can to support our community by following the recommendations set forth by the CDC:

• Social Distancing/staying home if possible

• Washing Hands for 20 seconds with soap and water

• Self-isolating if showing any signs or symptoms of COVID-19

• Seek medical assistance as necessary

Thank you all for your support. We will provide updates regularly. If you have any questions, please let me know.

Regards,

**[insert name and contact info]**