**\*\*Template Letter for Visitors to Life Place Communities\*\***

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

**URGENT MEMORANDUM**

**DATE**: [Date of Issuance]

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

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

**RE**: New Visitor Management Plan – Coronavirus Prevention

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

As the novel coronavirus situation in **[your state]** evolves, we continue to seek all possible methods to prevent the spread of this new illness in our **[Your Community Name]** community and to protect you, the people we serve. Out of an abundance of caution, effective **[Today’s Date],** we will be implanting the below Visitor Management Plan. We ask each of you, so that we may protect each other, to abide by this new plan and to encourage others ardently to do so. Together, we can ensure that **[Your Community Name]** has the best chance to stay ahead of the coronavirus.

**All Visitors Will Be [Required/ Requested/ Asked] To:**

* **Stay home if you are sick** or if you have recently traveled internationally, or to any of the states affected by the COVD-19 pandemic.
* Prior to entry, complete a **Travel Disclosure Form** (attached) that chronicles any recent international and domestic travel.
* Information on the Travel Disclosure Form will be used to determine whether the visitor will be permitted entry to **[Your Community Name’s]** campus.
* Upon entry, all visitors will be **[required/ requested/ asked]** to follow CDC protocol on good hand and respiratory hygiene, per the attached infographic.
* [**Your Community Name]** will provide alcohol-based hand sanitizer and, in designated areas, personal protective equipment (such as masks, gloves, and gowns) as needed. All visitors are **strongly urged to use these products** as appropriate and where made available.
* **Stay informed** by regularly visiting the official coronavirus websites of the Centers for Disease Control and World Health Organization.

**Visitors May Not Be Permitted Entry If:**

* The visitor **visually displays symptoms** of a respiratory illness, such as coughing, sneezing, sore throat, high temperature (if known), nasal congestion, runny nose, or diarrhea.
* The visitor has **recently traveled** internationally, or if the visitors has recently traveled to any of the domestic United States where COVID-19 cases have been documented.
* The visitor has recently had close personal contact with an individual who has been confirmed positive for COVID-19.

In the event a visitor is not permitted entry to **[Your Community Name’s]** community, the visitor will be asked to refrain from visiting for at least 14 days from the date of their initial visit.

**Alternatives and Exceptions for Visits:**

* Should a visitor have an **urgent or emergent need** to visit a resident on **[Your Community’s Name]** campus, exceptions may be made for:
	+ Acute Emotional Support of a resident family member.
	+ Acute health care event of a resident family member.
	+ Death of a resident family member.
* **[Your Community’s Name]** has prepared options for **alternative visits** for visitors who are not immediately permitted entry to our community’s campus. These include:
	+ **[if applicable:]** **Virtual visits**: These are possible through **[application name]** and available for free download at **[URL]**. Keep in mind that a telephone call is also a great form of virtual visitation.
	+ **[if applicable:]** **Clean room visits**: **[Your Community’s Name]** is providing access to a “clean room” for visitors and residents to get together, in the event that a visitor is not presently eligible for entry into the community. If you or your family member knows in advance that you will need to use this room, please contact **[Name]** at **[phone number]** or **[email address]** within **[time frame.]**
	+ **[if applicable:] Other alternative visit possibilities**:

We thank you for your cooperation and support of our visitor management practices in light of the current emergency health situation. Together, we can help keep the people we serve healthy and well.

If you have questions or concerns, please reach out to **[Name]** at **[phone number]** or **[email address].**