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| **Resident Communications Update: [insert home name]** | Date: |
| Dear Resident:  At \_\_\_\_\_\_\_\_ home, we are experiencing some operational changes and shifts in routine related to the management and/or prevention of the COVID-19 virus. We want to reassure you that we are taking important steps to keep you safe and informed. We will be circulating and posting home-specific and provincial updates on a weekly basis. Our team is always available to answer your questions and to ensure you feel supported during this time. Thank you! | |
| **CURRENT COVID-19 STATUS IN OUR HOME:**  Number of Resident Cases \_\_\_\_\_\_  Number of Staff Cases \_\_\_\_\_\_  or include celebratory statement as appropriate: Our Home is COVID-19 free!  [insert specific information about COVID-19 testing if applicable] | |
| **THIS IS HOW WE ARE KEEPING YOU SAFE:**  Infection Control: [include specific information about home efforts in this area]  Bathing Schedules/Guidelines: [include specific information about changes affecting bathing/care]  Food/meal service: [include specific information about changes in meal service]  Miscellaneous: [include other areas of resident life that may be temporarily impacted] | |
| **STAYING CONNECTED:** [include updates on Residents’ Council meetings, Vaccination program rollout, and identify ways that residents can stay connected with friends and family] | |

**Do you still have questions about COVID-19?**

**Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Administrator/Director of Care) at: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ extension \_\_\_\_\_\_\_\_\_\_\_\_\_ or email: \_\_\_\_\_\_\_\_\_\_**

***We are in this together and we’ll get through this together.***