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| **Resident Communications Update: [insert home name]** | Date: |
| Dear Resident:  At \_\_\_\_\_\_\_\_\_\_\_\_LTC home, we are experiencing a \_\_\_\_\_\_\_\_\_\_ outbreak (specify gastrointestinal or respiratory etc.). We want to reassure you that we are following the direction of our local Public Health unit and are taking important steps to keep you safe and informed. We will be circulating and posting updates as we continue to monitor the situation in our home in addition to letting you know how these changes may impact your daily routines and interactions. Our team is always available to answer your questions and to ensure you feel supported during this time. Thank you! | |
| **CURRENT OUTBREAK STATUS IN OUR HOME:**  Number of Resident Cases \_\_\_\_\_\_ Number of Staff Cases \_\_\_\_\_\_  or include celebratory statement as appropriate such as, “Our Home is outbreak free!”  [insert specific information about infection monitoring and 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 (how you will adapt or meet virtually during the outbreak); highlight changes to recreation activities; explain the process for Leaves of Absence; outline any relevant Visitor restrictions and identify ways that residents can stay connected with resident peers, friends and family via phone, virtual visits etc.] | |

**Do you still have questions about our Outbreak? Please Contact:**

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| **Administrator/Director of Care** | | Name: | |
| Tel: | Ext: | | Email: |