**Month and Day, 2020**

**Dear Guardian/Family Member:**

On February 10, 2020, Gov. Jay Inslee declared a state of emergency in response to COVID-19, commonly referred to as the coronavirus. This has been a rapidly evolving public health topic in our field and in the media over the past couple of weeks. I am writing to inform you that (Agency name) has been monitoring the spread of COVID-19 and related information for long-term care and social-service providers. Please know we are responding to the threat of the virus based on information provided by the Centers for Disease Control and the Washington State Department of Health.

The health and safety of clients supported by our agency is our number one priority. I want you to know that we have a plan in place to protect your family member or loved one, as well as our staff. We are currently monitoring all clients for signs of illness. We are strictly following protocols already in place for infection-control. Standard precautions for the COVID-19 virus is the same as precautions for influenza. Staff take these precautions daily, and are being reminded of them routinely in light of the current situation. Precautions include:

* **Be alert**. A key to preventing the spread of influenza and coronavirus is identifying when someone is sick and starting precautions as soon as possible. Staff are to report any client with influenza-like/coronavirus-like symptoms (cough, fever, sore throat, shortness of breath, lethargy) immediately to the client’s medical provider.
* **Clean and disinfect frequently-touched surfaces** each shift(phones, door knobs, keyboards, hand rails, etc.).
* **Wash hands** often throughout the day. Use hand sanitizer when soap and water are not available. Staff will support each other by reminding others to wash hands.
* **Stay home if you are sick**. Staff are told to not come to work if they have flu-like or coronavirus-like symptoms (fever, cough, body aches, sore throat, shortness of breath and headache).

We ask that you help us stop the spread of the virus by following our visitor protocols:

* Limit visits your visits.
* Wash your hands or use hand sanitizer before entering the house.
* Do not visit if you are feeling unwell.

We have implemented a visitor-screening process where you will be asked a series of questions and your temperature will be taken prior to coming into the residence.

We are following protocols set by local public health, which may include limit trips to the community to attend public gatherings. Additionally, we are limiting staff movement between homes when possible.

The Department of Health website has more information related to coronavirus [www.doh.wa.gov/Emergencies/Coronavirus](http://www.doh.wa.gov/Emergencies/Coronavirus) or call the hotline at **1-800-525-0127**.

Please be assured we are doing everything in our power to keep our clients healthy. We will keep you apprised of any changes in the situation as they arise.

Sincerely,

[Provider Name]