[PLEASE COPY THIS LETTER ONTO YOUR BUSINESS LETTERHEAD AND FILL IN THE BLANKS]

**DATE**: [DATE ISSUED]

**TO**: All visitors and family members

**FROM**: [CEO/MANAGER NAME, INCLUDE POSITION NAME]

**RE**: Coronavirus COVID-19 Lockdown

Dear visitor/family member

Despite our best efforts internally and the implementation of our Visitor Screening Protocol, we regret to advise that we have had [one/two/number] [of] case[s] of COVID-19 confirmed in our facility.

The affected [staff member/staff members/resident/residents] [is/are] now being treated and all resident close contacts are now in isolation within our facility, while staff close contacts are in self-isolation at home, for a period of 14 days. Family members are being informed and the residents are being closely monitored. Should any signs of ill health appear, we will seek medical attention immediately.

As a result of the positive COVID-19 [case/s], the entire facility will remain in lockdown until the Public Health advises us this can end. No visitors will be allowed during this time, except under exceptional end-of-life circumstances.

We thank you for your cooperation and support in light of the current health emergency. Together, we can help keep the people we love and care for, healthy and well.

If you have questions or concerns, please reach out to [NAME] at [PHONE NUMBER] or [EMAIL ADDRESS].

Yours sincerely,

[SIGNATURE]

[NAME]  
[POSITION]

[FACILITY/ORGANSIATURE]