[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 Precautionary Lockdown

Dear visitor/family member

We have decided to initiate precautionary lockdown of our facility to ensure the safety of every resident due to an outbreak of acute respiratory illness affecting [*residents and/or staff*]. This is not a decision we have taken lightly, and we believe it is in the best interest of our residents.

In the event of special circumstances, such as an anniversary or birthday, or should there be any deterioration in your loved one’s condition or an end-of-life situation, we will decide if visitation can occur on a case-by-case basis. Please contact us to discuss arrangements in such circumstances.

Feel free to phone your loved one. Or, if they have an electronic device that enables video calling capabilities, please keep in touch with them through their device. Should one of our staff members be required to assist them with the video call, we would be only too happy to help. Please contact us to coordinate this.

We thank you for your cooperation and support of our arrangements to protect our residents 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 in relation to these temporary measures, please contact [NAME] at [PHONE NUMBER] or [EMAIL ADDRESS].

Yours sincerely,

[SIGNATURE]

[NAME]  
[POSITION]

[FACILITY/ORGANSIATURE]