**\*\*Communicating Change in Visitation Phase - Regression\*\***

**\*\*Template Letter for Family Members on Organization’s Letterhead\*\***

**\*\*Please Tailor as Needed\*\***

[Today’s Date]

**To our tenants and family members:**

COVID-19 continues to be an active risk across the state of Iowa, and it has not shown signs of easing in our community.

At [Organization Name], we previously reported to you that we were in Phase [Number] of our phased approach to safely reopening to visitation during this health care crisis. **Today, I regret to report that we have moved to Phase [Number] of our reopening plan due to additional cases of COVID-19 in our building since our last update to you.**

Please know that protecting the health and safety of your loved one is our top priority, and our team is working with our state and local health officials to ensure we are doing everything we can to stop the spread of COVID-19 in our building.

**Unfortunately, due to the current situation, at this time, the following types of visitation are no longer allowed effective immediately to protect the safety of your loved one and others:**

* **[Include visitation types no longer allowed.]**

**We can, however, still offer the following alternative communication options for you and your loved one at this time:**

* [Include visitation types still allowed, such as telecommunications, window visits, or whatever may be relevant at your current phase].

Thank you for your patience and support these past few months as we have all worked together to safely navigate the COVID-19 pandemic. We look forward to the day that we can move forward toward additional visitation options for you and your loved one, and we appreciate the sacrifices you are making to protect your loved one during this time by not visiting in person.

Please contact [Name] at [Phone/Email] with any questions about arranging the alternative visit options noted above during this new transition.

Sincerely,

[Organization Administrator Name - First Name and Last]

[Organization Name]