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

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

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

[Today’s Date]

**To our residents and family members:**

At [Facility Name], we previously shared with you that we were in Phase [Number] of the state’s phased approach to safely reopening long-term care facilities to visitation.

**Today, I am pleased to report we have progressed to Phase [Number] of the reopening plan.**

**This means that:**

* **The following types of visits are allowed effective immediately:** 
  + [Include visitation types allowed and any specific criteria for such visits, such as visitors must be screened, where masks, or whatever may be relevant at your current phase].
* **The following types of visits still are NOT allowed to protect the safety of our residents:** 
  + [Include visitation types NOT allowed.]

We know how important the ability to visit is to you and your loved one, and we look forward to now being able to provide you with additional opportunities to visit.

Thank you for your patience and support these past few months as we have all worked together to safely navigate the COVID-19 pandemic. Your support has helped to make it possible for us to progress to this new phase of safely reopening for visitation.

Please contact [Name] at [Phone/Email] with any questions about arranging visits during this new transition.

Sincerely,

[Facility Administrator Name - First Name and Last]

[Facility Name]