**\*\*Introducing Phased Visitation to Families\*\***

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

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

[Today’s Date]

**To our residents and family members:**

We understand that the past few months have been challenging due to the emergence of the COVID-19 virus and the additional safety precautions that have been put in place because of the virus, such as the limitation of in-person visits to our facility. We also understand that, although these precautions were necessary to protect the safety of your loved one, not being able to visit in person has been especially challenging. We appreciate your patience and the sacrifice you have made to help protect your loved one during the COVID-19 crisis by not visiting in person.

**I am pleased to report that the state of Iowa is implementing a *phased approach* to safely reopening long-term care facilities to visitation.** The purpose of this phased approach is to provide as safe a pathway as possible to resident and family visits. There will be three phases for transitioning to reopening for visitation based on a facility’s current COVID-19 status.

**At [Facility Name], we are currently at Phase [Number] in the state’s 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 residents:**
	+ [Include visitation types NOT allowed.]

We will continue to keep you informed as we work through this phased reopening, and we will let you know each time we reach a new phase in the process and the visitation options available at each phase.

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]