Dear [Chapter Name] families and staff,

Today we learned that [an individual receiving services/staff member] at [Chapter name] has a confirmed case of COVID-19 (coronavirus). We quickly activated protocols defined by our local health department. The individual who is ill is receiving care and in quarantine at home following protocols from the [County] health department.

We are working with the health department to identify individuals who may have come in contact with the individual, determine their level of risk, and reach out to each of them to ensure appropriate action is taken to monitor their health and enact necessary precautions. [Chapter name] is also working to support potentially impacted individuals, family and staff.

As diagnosis of COVID-19 increase, is not a surprise to discover a case at [Chapter Name], but we know it will heighten anxiety. I assure you, the health and safety of our community, staff and the people we support remains our top priority. We continue to emphasize best practices for infection control, and have implemented enhanced procedures to continuously sanitize our facilities. If you have additional questions about [Chapter Name] response to COVID-19, please contact [Chapter Contact].

Symptoms of COVID-19 include fever, cough, and difficulty breathing. If you exhibit these symptoms, please contact your health care provider and follow their instructions *before leaving your home*.

As we work together to mitigate the spread of this disease, it is important that we all continue to practice healthy habits:

* Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
* Avoid close contact with people who are sick, and observe social distancing in your community.
* Avoid touching your eyes, nose, and mouth with unwashed hands.
* Clean and disinfect frequently touched surfaces daily.
* Get adequate sleep and eat well-balanced meals to ensure a healthy immune system.
* Additional information is available from the [**CDC**](https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html).

We will be in touch with any additional developments or procedural changes we are making as the situation evolves. We appreciate your patience, understanding and cooperation as we work together to minimize the spread of COVID-19 in our community.

Sincerely,

[Chapter Exec]