Organization Logo or Letterhead

[Insert Administrator Name]  
[Insert Facility Name]  
[Insert Address]  
[Insert City, State and Zip]

[Insert Date]

**RE: Current Visitation Procedures**

Dear Residents and Families,

This letter provides important information on visitation in our facility.

For almost a year many families have had limited in-person access to their loved ones who reside in [nursing facility and/or assisted living program]. With the recent development of vaccines and the high rates of vaccine acceptance among nursing facility and assisted living residents, many family members expected that visitation restrictions would be completely lifted. However, you should know that CMS has not yet revised the nursing facility guidance that was issued on Sept. 17, 2020, which is tied to directly to county positivity rates and prohibits most in-person visitation options when a facility has a single case of COVID-19. Many assisted living programs have followed this same guidance as a basis for visitation. The fact that CMS has not issued new guidance after recent long term care vaccination clinics has led to a great deal of frustration for our staff, residents, and families alike.

The purpose of this letter is to provide you with the most current visitation options available to you and your loved ones in our facility, based on current guidance.

**INSERT CURRENT SPECIFIC FACILITY VISITATION OPTIONS. INCLUDE THE FOLLOWING:**

* **POSITIVITY RATE USED BY YOUR FACILITY TO DETERMINE VISITS**
* **THE OPTION TO USE TECHNOLOGY TO ALLOW FREQUENT VIRTUAL VISITATION (Be specific in your explanation here regarding what technology options you have available for virtual visits and how families can request those or arrange those visits on a regular basis. Be clear that residents may use their own smart phones, tablets, or computers for these visits)**
* **OPTIONS YOU HAVE FOR INDOOR VISITATION**
* **HOW TO REQUEST COMPASSIONATE CARE VISITATION**
* **WHEN YOU WILL CONSIDER RESUMPTION OF OUTDOOR VISITATION.**

We know that this past year has been an extremely challenging time for your family. Please know that we actively support all efforts to safely reunite you with your loved one and will provide you with the most current information as federal authorities revise visitation restrictions or we have other guidance that impacts these restrictions.

Please contact [insert contact name] if you have any questions about visitation at [insert facility name].

Respectfully,

[insert administrator signature]