

[Agency Heading/Logo]

[Date]

[Client Name]
Client Street Address
City, State Zip code]

Dear **[Client]**,

We are writing to inform you that a member of the **[insert center name]** has tested positive for the Coronavirus Disease (COVID-19). We do not wish to alarm you, but rather are writing to inform of the occurrence and to encourage you to follow all necessary precautions to prevent spread of the disease. Signs and symptoms of COVID-19 include fever, cough, and shortness of breath¹; if you exhibit any of these symptoms, seek medical advice. Further recommendations from the Centers for Disease Control include the following:

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Stay home when you are sick

[Insert center name] is working closely with the Public Health Department. In situations of a public health crisis, the Public Health Department can ask for the assistance of organizations like ours in tracking contagions; and according to federal law and the Notice of Privacy Practices that you received when you joined the center, we must comply. The names and contact information for all center members who have been at this location at or around the same time as the individual who has tested positive have been provided to public health officials. The Public Health Department may also ask for limited health information, such as which participants might have an underlying respiratory health condition that may make that person more susceptible to this virus. Your personal information was not made public; it was only shared with authorized public health officials. As mentioned above, please monitor your own symptoms. If you hear from the Public Health Department, please cooperate as necessary to protect the safety of this entire community.

To prevent further spread of the illness, the **[insert center name]** will be closed until **[insert date]**. If you currently receive meals from our center, efforts will be taken to ensure alternate options are available.

We appreciate your understanding and cooperation as our staff follow all precautions to prioritize safety of our staff and clients. If you have any questions or concerns, please call us at **[888-888-8888]**. To learn more about COVID-19, you can visit the Centers for Disease Control website at www.cdc.gov/COVID19.

Sincerely,

[Insert name]
[Insert Title]

¹ Coronavirus Disease 2019 (COVID-19). (2020, March 2). Retrieved from <https://www.cdc.gov/coronavirus/2019-ncov/index.html>