Dear Residents and Family Members,

As we move through these unprecedented times as a community, we know how difficult it has been for you to be separated from your loved ones. We are pleased to share that the Massachusetts Executive Office of Health and Human Services (EOHHS) has revised their guidance and is now allowing for limited outdoor visits to [insert provider type e.g. nursing homes, assisted living facilities, rest homes], provided that certain physical distancing and requirements for safety and infection control are met. While we are aware of how the greater community is re-opening, [insert organization name] serves residents who are particularly vulnerable to COVID-19 infection, therefore we must move forward with the utmost care and consideration for their safety, as well as ensuring we are in full compliance with regulatory guidance from the state. As such, we ask that you join us in following the visitation guidelines below:

* All visits will need to be scheduled with [insert name and contact information].
* All visits will be held outside [insert any specific information about the area that you will be hosting visitors] weather permitting
* Residents are allowed no more than two visitors at a time.
* To enable all of our families to visit with loved ones, visits will be limited to [insert days/times/ length of visit]
* All visitors must wear a face covering.
* Upon arrival, all visitors will be screened for fever and respiratory symptoms. Please note that visits will not be allowed if anyone is showing symptoms of illness. [Provide facility specific information on where screening will take place]
* In accordance with regulatory requirements, visits will be supervised by a staff member to ensure that safety precautions are taken. We understand that this may feel uncomfortable, and we want to assure you that our goal is simply to maintain safety, and that your privacy is very important to us.
* All visitors must maintain a physical distance of at least six feet from both residents and staff at all times. [insert specific information about your community’s arrangements here. e.g. chairs will be set up at the appropriate distance in visitation area].
* All visitors must agree to inform [insert name and contact information] if any visitor develops symptoms consistent with COVID-19 within 48 hours following the visit in order to allow us to monitor staff and residents who were involved in the visit.
* [INSERT ANY ADDITIONAL FACILITY-SPECIFIC POLICIES/PROCEDURES]

We will appreciate your patience as we work to safely reunite residents with their loved ones. We still encourage you to utilize virtual communication and phone calls as much as possible.

We understand how difficult this time is for all involved and are very appreciative for your support of our work to keep our community safe. We hope you will contact [insert appropriate contact information] with any questions or concerns.

Best regards,

[Signature here]