**GENERAL COMMUNICATION TEMPLATE**

Subject: Confirmed COVID-19 Case at \_(FACILITY)\_

Dear Staff and Families,

We are writing to update you on a recent development regarding the Coronavirus Disease 2019 (COVID-19). We have learned that a \_(FACILITY)\_ employee/student has been diagnosed with COVID-19.

[The employee/student was last at the facility on (DATE) - only to be included if it can be done without obviously identifying the individual. If needed, give a broad date like “the week of \_\_\_\_\_\_\_.”] To ensure the health and safety of our families and staff, following CDC guidance, \_(FACILITY)\_ [will ensure/has conducted] a thorough cleaning and disinfection of our facility.

Students and staff who have been identified as having been in prolonged close contact with this individual [will be/have been] notified via a separate communication. As a reminder, prolonged close contact is defined as being within 6 feet of an infected person for 15 minutes or more. Those who had brief, casual contact with an infected individual are not considered at great risk of transmission and, for most people, the illness is generally mild and can be safely managed at home. As always, everyone should monitor their health and stay at home if they develop symptoms. Anyone who develops severe symptoms should seek medical care immediately.

We continue to follow Chicago Department of Public Health and CDC guidelines as we ensure proper protocols and preventative measures are in place for the health and safety of our staff and patrons.

**Public Health Guidance**

Symptoms of COVID-19 include fever (temperature greater than 100.4 degrees Fahrenheit), chills, cough, shortness of breath, fatigue, muscle/body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea. If you or your child develop symptoms of COVID-19, please contact your medical provider to discuss whether you need to be evaluated in person or tested.

For severe symptoms, such as difficulty breathing or shortness of breath, persistent pain or pressure in the chest, new confusion or difficulty waking up, or bluish lips or face, please seek the closest emergency department or call 9-1-1 immediately.

Any individuals who are sick with or exhibiting symptoms of COVID-19 must stay home and away from others for at least 10 days since their symptoms first appeared and at least 1 day (24 hours) from last fever (without using fever-reducing medications) and improved symptoms, whichever is longer.

For any additional COVID-19 questions or support, please visit [www.chicago.gov/coronavirus](http://www.chicago.gov/coronavirus) for the most reliable information. If you do not find the information you need on the website, email coronavirus@chicago.gov. The health and wellness of our staff and students are the highest priority of \_(FACILITY)\_. Please contact us at \_(FACILITY CONTACT INFORMATION)\_ if you have any questions.

Sincerely,

SIGNATURE

(FACILITY LEADERSHIP NAME)