**Phone Script for COVID 19 call to family members**

Good (morning/afternoon/evening). This is \_\_\_\_\_\_\_\_\_(name, title) from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of community).

I am calling to update you on how things are going here as we respond to the COVID 19 virus concerns. We’re happy to report that as of now we do not have anyone showing signs or symptoms of the virus.

We believe this is due to our current visitor restrictions and our stepped up infection control efforts. We are also screening our staff and other health care workers every time they come into the building.

The visitor restrictions will remain in place until CMS tells us otherwise. We appreciate your support of the restrictions and want to encourage you to stay healthy too. We encourage to stay update on the COVID-19 situation through the CDC or DHEC websites or you can also find information on the PLC website. We have created a helpful “tool kit” of resources – go to [www.prioritylc.com/plc-covid-19-toolkit](http://www.prioritylc.com/plc-covid-19-toolkit).

We also want you to know how [name of loved one] is doing. [Let them know how they are doing – what activities they are going to or how they are spending their time. Ask if they have been able to speak with their loved on or if they need to schedule a time when they can help with a call or skype.]

One last item – we want to make sure we have the most current way to get in touch with you. Besides this number I’ve called you at do you have an email address or a 2nd phone number we can list. We just want to be sure we have several good ways to get in touch with you – hopefully not necessary but just in case. Thank you.

Also do you have any questions or anything else I could do for you at this time?