TEMPLATE LETTER TO FAMILIES FOR PROVIDERS

**Deaths and Elopements in Assisted Living**

Dear Family Member:

You may have read or heard about a recent negative news article regarding assisted living communities. As such, we want to write to you to reassure you that the safety, wellbeing, and happiness of your loved one and all of the residents at [NAME OF ASSISTED LIVING COMMUNITY] is our number one priority.

Unfortunately, the article focuses on rare, isolated incidents with tragic outcomes. We can assure you that these rare incidents are not reflective of what occurs daily in [NAME OF ASSISTED LIVING COMMUNITY]. We have been and always will be committed to preventing these tragedies from occurring.

To help ensure the safety and security of each and every person in our care, [NAME OF ASSISTED LIVING COMMUNITY] has policies and procedures in place to secure our community, especially for our memory care units. [OUTLINE SPECIFIC SAFETY MEASURES]

We also conduct regular staff training on these policies, as well as dementia care. Delivering high-quality memory care is our passion. It requires continuous learning, and we are committed to implementing the latest best practices. [OUTLINE INNOVATIVE MEMORY CARE PROGRAMMING]

Every day is a privilege to serve our [NUMBER] residents who have become family. You trust us to provide quality care for your loved one, and it is our calling to exceed your expectations for care and service.

We offer our deepest sympathy to the families who have experienced such heartbreaking tragedies outlined in the recent article.

Please do not hesitate to contact me directly if you have any questions or concerns. Feel free to call or stop by any time.

Sincerely,

Name

Title

Phone Number