**Email: A customer or staff member who lives/works at** INSERT LOCATION **accommodation service is a primary close contact of a positive COVID-19**

Dear INSERT NAME,

As discussed on the phone, unfortunately, a customer or staff member who lives/works at INSERT LOCATION has been identified as a primary close contact of a confirmed COVID-19 case.

**What does this mean for CUSTOMER NAME?**

This means CUSTOMER NAME is deemed a secondary close contact to a positive COVID-19 case.

INSERT SOEMTHING ABOUT THE CURRENT HEALTH STATUS OF THE CUSTOMER

**What will CUSTOMER NAME need to do?**

* CUSTOMER NAME will need to get tested for COVID-19 test ASAP. Staff are arranging this.
* They will then need to isolate in their home until they receive a result.

**What will happen next?**

Next steps will be dependent on:

1. CUSTOMER NAME’s COVID-19 test result
2. The primary contact’s COVID-19 test result

I will next be in contact after we have received the test results mentioned above or if CUSTOMER NAME’s health changes.

Please feel free to contact me at any time if you have any questions.

Kind regards,

**INSERT NAME**

**INSERT ROLE   
Northcott**