**Email: CUSTOMER NAME is a primary close contact of a positive COVID-19**

Dear INSERT NAME,

As discussed on the phone, unfortunately, CUSTOMER NAME has been identified as a primary close contact of a confirmed COVID-19 case.

INSERT SOMETHING HERE ABOUT THE CURRENT STATUS OF THE CUSTOMER’S HEALTH.

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

CUSTOMER NAME will:

* Need to have a COVID-19 test (we are arranging for this)
* Need to wear a face mask
* Need to isolate at SITE ADDRESS for 14 days since they had contact with the positive COVID-19 case. The end of their isolation will be END OF ISOATION DATE.
* Not be allowed visitors until the END OF ISOLATION DATE.

Please rest assured that we will very closely monitor CUSTOMER NAME’s health. If there is any increase in health concerns we will contact our doctor and/or the Public Health Unit for advice and support.

I will contact you next when we receive CUSTOMER NAME’s test result. However, please feel free to contact me at any time if you have any questions or want more information.

Kind regards,

**INSERT NAME**

**INSERT ROLE   
Northcott**