



March 12, 2020

To Our Residents and Family Members:

On March 10th, 2020, Governor Baker declared a State of Emergency in the Commonwealth of Massachusetts as the Coronavirus (Covid-19) has become more prevalent among Massachusetts communities. Our primary responsibility is to ensure that we take the necessary steps to preserve the health and well-being of our residents residing at (facility name). At this time, we do not have any cases of known of the Coronavirus in the center. The Centers for Disease Prevention and Control (CDC) along with the Centers for Medicare and Medicaid Services (CMS) have recommended a variety of steps that we are implementing to reduce the potential for the virus entering our building. As a result, we need your help in battling COVID-19.

Effective IMMEDIATELY, We will suspend all social visitors to the center. This is a next level required step on our ability to effectively manage the potential for outbreak. We understand that this poses undue hardship on both the resident and you, the family member however, as stated earlier, the health and safety of our residents is our number one priority.

We will allow with appropriate health screening, visits from immediate family members for those residents for whom life expectancy is limited.

We understand that connecting family members with our residents is important to their overall well-being and we will support other methods of interactions such as telephone calls, e-mail, texting, or through the use of Skype or Facetime.

Care plan meetings will now be conducted telephonically and or by other available media to allow for your participation in your loved one's care. The Social Worker assigned to the resident will contact you and assist you to determine the best approach to participation.

We understand how difficult this is and we are committed to ensuring that all necessary steps are taken maintain the safety and health of our vulnerable population. We will continue to follow the guidelines as set forth by the CDC and CMS and other Governmental Agencies as they are available.

You may contact the facility at any time and if you have any questions or concerns, please contact Mary Benoit, Administrator, mboenit@pavilionnsg.com.

Sincerely,

Mary Benoit

Administrator