



November 2, 2020

Dear Family Members and Friends –

As we enter month 8 of this COVID-19 pandemic, I wanted to give you a quick update as to what we are doing to keep your loved one healthy and safe. In addition to following all local public health, CDC, CMS, and DPH guidelines and regulations, we are continually testing our staff for COVID-19. All staff get tested at least monthly but often the most direct care/hands on staff are tested two or even three times a month. I am so very thankful that our staff continue to test negative for the virus even as the numbers in Massachusetts rise. We are also continually educating our staff about how to stay healthy and 100% of our staff received the flu vaccine two weeks ago.

We have enjoyed seeing many of you during your inside and outside visits (so nice that we have had an Indian summer). In anticipation of the Thanksgiving holiday, we will be providing additional in-person visits (2 visitors per resident) from Monday, 11/16 through 12:00 noon on Wednesday, 11/25. Please remember, Massachusetts does have travel restrictions on different states (it changes quite frequently). If you or your loved one (s) are coming in from out of state for the Thanksgiving holiday and that state is part of the travel restrictions, you must quarantine for 14 days, as per Governor Baker's mandate. Please check the DPH website at <https://www.mass.gov/info-details/covid-19-travel-order#lower-risk-states> to see if you are traveling from a high risk or a low risk state to ensure the health and safety of our residents and staff before coming to visit. We will not be having in-person visits on Thanksgiving Day but we will have designated staff available that day from 9:00 am – 12:00 noon to conduct FaceTime, Skype, and Zoom calls between you and your loved one. Your contact for scheduling all visits (in-person and virtual) is Genovia Morgan, gmorgan@pavilionnsg.com. We will do our very best to ensure everyone's visitation preferences are met.

Due to COVID-19, we know everyone's Thanksgiving may look a bit different, but we have already started planning to ensure your loved one has a delicious Thanksgiving feast with all the traditional fixings. Your loved ones are very much a part of our Pavilion family so please know we will do everything we can to make their holiday special. I wish you all the joy and blessings for a Happy Thanksgiving and as always, do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Mary E. Benoit
Administrator