



August 20, 2021

Dear Families, Visitors, and Residents:

This morning a fully vaccinated staff person tested positive for COVID-19. As per DPH guidance we are in the process of testing all staff and residents and will continue to test all staff and residents every three days until we have seven (7) days of no positive cases and then test once a week until the facility goes fourteen (14) days without a new case unless a Department of Public Health epidemiologist directs otherwise.

We have suspended indoor visitation until we have fourteen (14) days of no positive cases, and all communal dining and activities has also been suspended. You may visit with your loved one outside. We ask that you call the nursing unit your loved one resides on and let them know that you are coming, and the approximate time and we will be happy to bring your loved one outside to enjoy a visit with you. You may also contact Genovia Morgan, Life Enrichment Director at 508-775-6663 or [gmorgan@pavilionnsg.com](mailto:gmorgan@pavilionnsg.com) to have her schedule a “virtual visit” via FaceTime, Skype or Zoom.

For any clinical information regarding your loved one, please call the nurse manager on your loved one’s respective nursing unit – Courtney Hall [chall@pavilionnsg.com](mailto:chall@pavilionnsg.com) for Kennedy Unit or Glenna Montesion [gmontesion@pavilionnsg.com](mailto:gmontesion@pavilionnsg.com) for Hyannis Port Unit both at 508-775-6663. Our Director of Social Services, Sandi McLaughlin, [smclaughlin@pavilionnsg.com](mailto:smclaughlin@pavilionnsg.com) is also available to you and can be reached at 508-775-6663, ext. 1372. Finally, Rachael McCullough, Director of Nursing and I are always available to you for any question or concern by calling 508-775-6663 and having us paged.

Thank you for your ongoing support of me and my staff and please continue to check our website [www.pavilionnsg.com](http://www.pavilionnsg.com) daily (click on the red banner at the top of the website) for any and all COVID-19 updates.

Sincerely,

Mary E. Benoit  
Administrator