



December 30, 2020

Dear Family Members, Friends, and Residents –

I wanted to give you an update regarding COVID activity at our center. I am very thankful that the COVID activity in our center has significantly decreased. Currently, we have eight (8) residents with COVID in house plus one in the hospital. Our residents that did have COVID and are now recovered, have been moved out of isolation and are happy to be back among their friends. We have 3 staff that are in quarantine with one returning this week. We conducted staff and resident testing yesterday and we are awaiting those results, but we are hopeful that no one will come back positive.

We remain on an admissions freeze (unless someone goes out to the hospital and needs to return to us) until the Department of Public Health gives us clearance that we can resume admissions to our center. We continue to take steps to eliminate COVID from our center: testing of both staff and residents for early identification, proper PPE use, implementation of infection control practices as per DPH guidance, and moving individuals into isolation if they do test positive. We anticipate at this time, that we will be able to clear this virus shortly after the first of the year, but I will certainly keep you updated.

We will continue to test all staff and residents every three days until we have zero cases of COVID (staff and residents). Once we are COVID free for 14 days, we will be able to resume in-person visits. Until that time, we encourage you to reach out to Genovia Morgan, our Life Enrichment Director at 508-775-6663 or email her at [gmorgan@pavilionnsg.com](mailto:gmorgan@pavilionnsg.com) to coordinate a “virtual visit” – FaceTime, Zoom or Skype.

I know this is very difficult for you but please know we will ensure your loved one is well cared for and my Director of Nursing, Rachael McCullough and I are your points contacts (call 508-775-6663 and have us paged) if you have any questions or concerns.

We are well staffed, and we have plenty of PPE. We also have plenty of testing available to us and I know we will get through this. If we need additional assistance or support, we will reach out to the Department of Public Health to provide whatever assistance is necessary – including but not limited to PPE, testing, or support staffing.

As we close out this year, I want to thank you for all the support you have given to me and my staff. This pandemic has been very difficult for all, especially for you and your loved ones. We look forward to the day when we can welcome you back into our center and we can enjoy your company again. As we say good-bye to 2020, I am hopeful that 2021 brings all of us good health, happiness, and a sense of normalcy once again

Please continue to check our website [www.pavilionnsg.com](http://www.pavilionnsg.com) daily as it is updated daily regarding any and all to do with COVID including but not limited to COVID numbers, guidance and vaccine information.

Happy New Year -

Sincerely,

A handwritten signature in black ink that reads "Mary E. Benoit". The signature is written in a cursive style with a large, stylized "M" and "B".

Mary E. Benoit  
Administrator

cc: Dr. Paul Bizinkauskas, Medical Director