



May 28, 2020

Dear Family Members and Friends –

I hope all of you are well and enjoyed your Memorial Day weekend. Here at The Pavilion it was a bit quieter than usual but still many of your loved ones were able to get outside for a 1:1 stroll with our staff. Please know that we continue to ensure mask usage for residents and staff during these 1:1 outdoor strolls.

We have started a unique way of “visiting” by having families and residents “visit” with the lobby glass doors as a barrier between them. These “visits” are coordinated and scheduled by our Life Enrichment Director, Genovia Morgan ([gmorgan@pavilionnsg.com](mailto:gmorgan@pavilionnsg.com)). Please do not show up at the facility and ask to “visit” with your loved one as we have a process that includes cleaning and sanitizing after each of these visits to ensure the health and safety of everyone. As always, Zoom, FaceTime and Skype are widely used by many families and residents and we are more than happy to continue to coordinate these “virtual visits” if assistance is needed. We continue to wait for regulatory guidance as to when we can have our residents visit with their loved ones outside – hopefully, it will be very soon.

I am happy to say that our residents continue to show no signs or symptoms of COVID-19 and the two staff that are currently out due to testing positive for COVID-19 are scheduled to return to work this weekend. I want to give you an update as to where we have been since this pandemic began:

- Total staff (including contract staff) - **Cumulative** -that tested positive for COVID-19 since the beginning of this pandemic = **six (6)**. As I indicated above, four of the six have returned to work and the other two will return to work this weekend leaving us with a COVID free house for both residents and staff.

I almost cringe as I write this letter because I know how swiftly things can change in regard to this virulent virus but I want to continue to assure you we are following all CDC, CMS, and DPH guidance and regulations to keep our residents and staff healthy and safe. We continue to work closely with the local Board of Health, Cape Cod Hospital, and the Hyannis Fire Department – ongoing and frequent communication is not only necessary, it ensures we are always on the “same page”.

I must say that I truly miss seeing so many of you. Our center is just not the same without your smiling faces and energy but please know, we are doing everything possible to make sure our residents – your loved ones are well cared for, safe and happy.

As always, thank you for your kind words, support, and prayers – you have no idea how much we all appreciate it. Please feel free to reach out to me or Rachael McCullough, RN/DON if you have any questions or concerns and continue to review our website at [www.pavilionnsg.com](http://www.pavilionnsg.com) for any and all COVID-19 related information.

Stay healthy and safe -

Mary E. Benoit  
Administrator

CC: Dr. Paul Bizinkauskas, Medical Director