



April 27, 2020

To Our Residents and Family Members:

Yesterday you received verbal notification that we received confirmation that a staff member (who has no patient contact), had been diagnosed with COVID-19. Resident safety has always been our top priority, so please know that we are doing everything we can to ensure that COVID-19 does not spread within our center - including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps. We continue to not permit visitors per the direction of both the state and federal government other than medical professionals who are screened each time they come into our center.

We encourage you to call our center at 508-775-6663 for updates on the status of your loved one. We understand that you are concerned about your loved one, but it is crucial that we continue to restrict visitation to reduce the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to continue to connect with their loved ones through video chat, calling, texting, or other social media formats.

Please know that we have no residents that are showing any signs or symptoms of COVID-19, however, we will contact you if your loved one is suspected or diagnosed with COVID-19. Also, as per Governor Baker's suggestion that all nursing home residents and staff be tested for COVID-19, we will be moving forward in requesting testing all of our residents and staff by the National Guard.

We need your help in battling COVID-19. Please visit the [Centers for Disease Control and Prevention \(CDC\) website](#) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

If you have questions, please contact the following individuals at our center:

- **Mary Benoit, Administrator (508-775-6663, ext. 1314)**
- **Rachael McCullough, RN/DON (508-775-6663, ext. 1313)**
- **Courtney Hall, 2nd floor Unit Manager (508-775-6663, ext. 1350)**
- **Glenna Montesion, 3rd floor Unit Manger (508-775-6663, ext. 1326)**
- **Kate Williams, Director of Social Services (860-806-1110)**

Sincerely,

Mary E. Benoit
Administrator

Cc: Dr. Paul Bizinkauskas, Medical Director