



December 9, 2020

Dear Residents, Family Members, and Staff:

Due to the new Massachusetts DPH relation released last evening, we need to inform you that we are pausing indoor visitation and congregate activities/communal dining due to (2) staff that have tested positive for COVID-19 within the center. Be assured that we are doing everything possible to minimize the spread and transmission of COVID-19 as we continue to provide the highest level of care for all our residents. The following are preventative measures that we are using to limit the spread of the disease and ensure patient safety:

- All residents are monitored for signs and symptoms of respiratory illness
- All entrants to the building are screened for signs or symptoms of COVID-19 including taking temperatures prior to entry
- Staff members who have symptoms or who have tested positive are immediately placed on medical leave and quarantined based on CDC and state guidelines
- We always adhere to CDC and state health department requirements regarding the use of personal protective equipment (PPE) and infection control measures
- We have temporarily ceased all communal dining/congregate activities
- All visitation has been paused

We have tested all residents and staff within 48 hours of a new positive and continue with our weekly staff surveillance testing as part of our re-emergence protocol. Once we have no new positive or suspected cases for 14 days, we will notify you of our updated visitor policy in adherence with guidance from the Department of Public Health.

We will contact you if your loved one is suspected or diagnosed with COVID-19. We will continue to provide you with updates as they become available. **Our website is updated daily or more as needed.** **Please visit [www.pavilionnsg.com](http://www.pavilionnsg.com).** Directly contact Genovia Morgan, Life Enrichment Director at 508-775-6663 for any questions regarding virtual (FaceTime, Skype or Zoom) visitation.

Sincerely,  
Mary E, Benoit, Administrator