



December 11, 2020

Dear Family Members, Residents and Staff –

This has been a difficult week for all. We have had eight (8) staff test positive for COVID-19 and twelve (12) residents test positive for this virulent virus. I apologize for so many texts and emails to you, but I wanted to update all of you as swiftly as I got the results, hence each time we got results, I immediately contacted you.

Let me start by telling you we take this virus very seriously as we have for the last 9+ months. We have been diligent following CDC guidelines as well as guidance from CMS, DPH, and the state epidemiologist. I have been in contact with the local board of health as well as the first responders that serve our nursing center. That said, our staff that have tested positive are in quarantine and will remain in quarantine according to CDC specifications. The residents who have tested positive are in isolation and are being very closely monitored by both our nursing and medical staff.

As part of the required testing, we will continue to test staff and residents and we will continue to keep you informed. I urge you to continue to check our website at www.pavilionnsg.com as our website is updated daily.

As you know, we have suspended visitation until we have 14 days of no positive cases and all communal dining and activities has also been suspended. You may contact Genovia Morgan, Life Enrichment Director at 508-775-6663 or 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 for Kennedy Unit or Glenna Montesion gmontesion@pavilionnsg.com for Hyannis Port Unit both at 508-775-6663. 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.

I pray you all stay healthy and safe and thank you for your ongoing support of me and my staff.

Sincerely,

Mary E. Benoit
Administrator

CC: Dr. Paul Bizinkauskas, Medical Director