



June 3, 2020

Dear Bane Care Families:

I am writing with hopeful, yet cautious news.

On Monday, the Mass. Department of Public Health released new guidelines that permit a long-term care facility to allow in-person visitation in a designated outdoor visitation space, provided that the long-term care facility implements all of the safety, care, and infection control measures set forth in the attached guidance. The guidance can be found at:

<https://files.constantcontact.com/a3b372fa701/33e4a551-0555-48db-b167-c7a727ab94f1.pdf>

In summary, the guidelines provide for visits by no more than two people at a time, in a designated outdoor space, and the resident being visited must be with a facility staff member. Residents who have the coronavirus, who are suspected of having it or are in quarantine for 14 days, may not receive visitors. All visits must be scheduled in advance and all visitors will be temperature screened before the visit. Finally, all visitors will be required to wear masks and remain six feet away from residents and staff members for the duration of the visit.

We recognize that these regulatory limitations feel restrictive, but it is a good start. Each of our facilities will be establishing a process by which you can “make a reservation” to come and visit your loved ones, and we will work hard to make sure that the process is fair and equitable. Keep in mind, that because visits are only allowed in designated outdoor spaces, that this will be weather dependent. Remember, visits must be scheduled in advance.

We will roll this process out this week. It has been nearly three months since we first restricted visitors, and I know that you are all anxious. As this new process begins, I would ask that you all continue to be patient and compliant with these restrictions. They are designed to protect your loved ones and the staff who care for them. We all need to be aware of the elevated risks of a new outbreak if we aren't careful with following the guidelines. It will be hard not to reach out and hug your loved ones, but please help us stay compliant. If any visitors are unable to follow the rules, we will have to restrict visits, and we don't want to “go backwards” and do that. Please call the facility to schedule your visits, which at the start will likely be limited to a fixed time.

This is a great development for all of us, but again, I ask you to share the caution that we have outlined above. We are moving ahead, one step at a time.

Gratefully,

Rich Bane