



April 27, 2020

Dear Bane Care Families:

I start this week's message by sharing three comments that came to us from you:

"Every day I'm thinking about all of you. Thank you for what you do and know that I care about each and every one of you." From E.B. at Hancock Park

"Thank you from the bottom of my heart for keeping my grandmother (M) safe during these uncertain times. I'm forever grateful. Keep up the amazing job!" From K.K. at Springside

"I just want to say THANK YOU to all the wonderful staff at John Scott, for going out of their way to take good care of my mom & all the other residents. I am giving you all a great big virtual hug. May God bless you all. Stay safe." From R.T. at John Scott

These are three of literally dozens of letters that we have received in just the past few weeks, so we would like to **thank you** for recognizing the amazing work of our teams in every building. These are incredibly difficult times for every one of us, and the gratitude and lovingkindness which you are showing to us is wonderful. We are working on adding a feature to our website to send messages of gratitude and hope directly to staff. Please keep your well wishes coming – we share each letter with the staff and your appreciation is a source of inspiration and motivation for all of us.

Again, this past week continues the challenges we are facing as we manage and react to this virus. The news reports are frightening, confirming what we have shared with you about the asymptomatic nature of the virus, makes it nearly impossible to detect. Over the last week, nearly two dozen residents passed away across our 11 buildings due to complications from this scourge. We are so sad for the families who mourn their loss, and for the staff who cared for them. These are deeply sad times for all of us.

This week the Commonwealth of Massachusetts will begin to provide additional resources (including desperately needed funding) to all nursing homes, including regular infection control assessments, broad scale testing, required reporting and other important measures. While later (and never enough) than we would have hoped for, this support is welcomed and we will be implementing the programs immediately. You should know that our facilities have been following and implementing nearly all of this new guidance well before these "new" initiatives, so as you hear about this new program, know our buildings are ahead of this as we focus on the compassionate care for your loved ones.

We will continue to keep you informed, and please continue to check our website www.banecare.com for updates.

With gratitude to our amazing staff and to you all for your patience and prayers,

Rich Bane