



April 6, 2020

Dear Bane Care Families:

I want to bring you up to date on what we are doing in our facilities to protect your loved ones. As always, we will continue to keep you apprised and will always be open and honest with you.

First off, as you know we are posting daily updates with the number of staff and residents who have tested positive for the virus. We owe it to you to be transparent. So far, we have not experienced the big outbreaks that you may have read about in the news. Some of that is due to great planning by our operations and clinical teams, some due to outstanding execution by our facility leadership, some of it is due to luck (I told you I would be honest), and some of that is due to you. Yes, our families have been very understanding about the steps needed to control this virus, and from our entire organization – THANK YOU for helping us do our jobs. It isn't easy to stay away from visiting but it is necessary. And while I know you are all anxious to drop things off to remind your family members that you care, every time something "new" comes into the walls of our buildings, we have to be on alert. Your loved ones know that you care – we tell them all the time. So please resist bringing things by to give to your loved ones. But please do keep using FaceTime and Skype. That really works!

As we look to the days ahead, we know that the virus will start to be present, and that some residents will test positive in every building. We have been preparing for this situation for the past several weeks. Action steps have been taken to limit the spread of COVID-19 among staff and residents, which unfortunately, has been shown to be difficult to do, despite implementing all CDC and other regulatory recommended guidelines.

To be specific, there are four steps we are taking to minimize the spread:

1. Segregate and contain – *suspected and exposed patients are immediately separated from non-infected residents. If a resident is suspected or tests positive, roommate(s) are considered exposed and not moved, and additional precautions will be put into place immediately.*
2. Minimize contacts with all residents – *residents are kept in their rooms as much as possible with consistent staff assigned whenever possible.*
3. Increase transmission-based precautions – *Face mask for all staff, hand hygiene, limited movement in the facility, and social distancing for staff and residents .*
4. Increase monitoring of residents and staff – *Symptoms, temps, and change in condition monitored closely .*

We will continue to monitor this rapidly changing situation closely with a strict adherence to local, state and federal guidelines. You can be 100% certain that our highest priority and sole focus is the health, safety and well-being of our residents and staff.

These are incredibly difficult times, and we expect the days (and possibly weeks ahead) will be even tougher. But as I shared in my video to you, we have your back. With every step, we are caring for your loved one, as if they were our own. I have never been more proud of our team.

Please continue to check our website for daily updates on where we stand.

Sincerely and gratefully,

Richard C. Bane, President