



May 12, 2020

Dear Bane Care Families:

I start this week's letter with a note of cautious optimism. As I know you are all reading and hearing, Massachusetts seems to have passed the top of the curve, and all of the indications are that, not only may the worst be behind us, but that things will soon start to open up, even if slowly and carefully. What is not debatable is that we are heading to a new normal in the way we all live our lives.

All of that applies in spades as it relates to nursing homes in general, and to Bane Care in specific. There is no doubt that our new normal will include more intense regulatory burden and oversight, and while we embrace every opportunity to do what we do even better, I am mindful that every "paper obligation" could divert attention away from what really matters – the compassionate care of our residents. I want to let you know that we will do everything we can to keep our eyes and hearts on that every day.

With that backdrop I want to bring you up to date on the work I shared in last week's letter - the accountability checklists. We completed the baseline assessments on every one of our facilities and did attest full compliance in all categories. The follow-up audits by the State have already started and we are performing exceedingly well. I am not surprised by that and it is a testament to the incredible work of our clinical teams. I know that you share that feeling from the many letters we are receiving thanking our staff. Please continue to keep them coming – we share every single letter with the respective buildings, and each one is greatly appreciated by our hard-working staff.

In addition to the baseline assessment, we are also well on our way to completing the 90% resident and employee testing requirements, and I am pleased to report that the results to date show that we have many fewer positive tests than anticipated, again a product of the intense infection control work being done across the company. The hard work is paying off! You can follow the results of that in our daily reporting which as you may have seen is now enhanced to include the cumulative data that demonstrates that we are seeing many recovered cases – residents and staff.

Sadly, I report that 11 residents across all facilities passed away last week, and we extend our sympathies to the families who loved them and the staff who cared for them. While it is an optimistic sign that this number is half of what it was the week prior, the sadness of even having to share this reminds us of the terribly difficult time we are living in.

Finally, I want to thank many of you who reached out to me regarding my bonus daughter who tested positive. Her case was somewhat typical, so after three or four tough days of being sick, she is happily well on her way to recovery, the best part of which will be the face to face reunion we hope to have with her this weekend after ten weeks of being isolated from us.

As always, thank you for your trust in Bane Care. Let's all hope the optimistic signs we are seeing continue in the coming weeks. But when this does end, and it will, we will all experience that new normal, which for all of us in skilled nursing, is still weeks, if not months away. As I constantly remind our team, and myself, we are all on a marathon, and caring for each other and ourselves will help us all get through this together.

Gratefully,

Rich Bane