



April 1, 2020

Families and Friends of our Residents,

The past several weeks have been unprecedented, for our country and the world, as the COVID-19 virus has become front and center in all of our lives. We can assure you that your concerns are shared by healthcare providers like ourselves as we navigate these uncharted waters. We also recognize that time-sensitive and candid communication with our residents, families and community is critical to how we all respond to this health crisis.

Our skilled nursing facilities have been in an active response mode since COVID-19 first appeared in the U.S. and we have implemented restrictions and protocols consistent with recommendations by the CDC and state health and public safety agencies.

As of today, we have no positive COVID-19 residents in any of our facilities. That said, we do anticipate that at some point, many, if not all of our facilities will be dealing with the virus, but we have been preparing extensively, and we are ready. All of our residents are checked for potential symptoms once daily (more often if there is a noticeable change in condition or any form of exposure.) The criteria for COVID-19 testing changes day-to-day, and we are following guidance from the resident's physician to test residents when appropriate. If and when a resident does begin exhibiting any cold, flu, or respiratory symptoms, that resident and other symptomatic residents will be properly isolated, and immediate precautions will be put in place to help isolate the situation. These residents will continue to receive daily health assessments and care at the facility, unless hospitalization is required or requested by the resident's family or physician.

In addition, staff are being screened upon the beginning of each shift and are unable to work if they, or anyone in their family is symptomatic. A few of our staff members have tested positive, but all of them had been properly screened and are all recovering at home and return to work will be based on CDC guidelines. We strongly encourage our staff, and their families to adhere to social distancing guidelines as we work to protect the most vulnerable population.

During this time of elevated vigilance, our facilities maintain a high level of preparedness and continue our enhanced infection control protocols, including increasing cleaning frequency, postponing communal activities, limiting the items that enter our facility from outside, and ceasing visitation. Currently, our centers are adequately supplied with personal protective equipment (PPE) that allows for the safe care of residents by our staff.

The Massachusetts Department of Public Health and the local Board of Health will continue to be consulted and advise our teams as we monitor residents and respond to any changes in resident health.

At BaneCare, our highest priority is the safety and well-being of our residents, patients, employees and family members. During this rapidly evolving situation, we extend our heartfelt gratitude to all of our staff whose first priority is to continue to provide quality and compassionate care to our residents during this unprecedented crisis. We will continue to reach out with information that is important for you to have. If you have any questions, please reach out to your Executive Director, Director of Nurses, Nurse Managers, or anyone at BaneCare. Please check our website for additional information and updates that pertain to this evolving situation as it becomes available.

Sincerely,

A handwritten signature in blue ink that reads "Richard C. Bane".

Richard C. Bane, President