



April 13, 2020

Dear Bane Care Families:

In just the last week, the coronavirus has penetrated the nursing homes across Massachusetts with a vengeance, and in past letters I have shared what we are doing and what we are continuing to do. This week we have been able to increase our testing of residents – it was only early last week when the Department of Public Health made mobile testing available, and as you all know, testing (with quick results back) is the essential information we need to battle this spread. The testing has shown increased positives for residents and staff, which is not surprising, although upsetting for all of us, and we will continue to share the daily information for you on our website. You deserve to have full transparency.

It is with deep regret and a heavy heart that I share with you that four residents of our 12 facilities have passed away due to COVID-19. We offer our condolences to their families and share their grief. This virus is a scourge on our world, and we are doing everything possible to follow every bit of guidance to battle and protect our residents and staff.

The unhappy fact is that while we know that social distancing is the best (and without a vaccine, the only) way to control the disease and flatten the curve, that what we do in caring for your loved ones is the EXACT OPPOSITE of social distancing. Furthermore, as the details of this have evolved we now know that many people who test positive are asymptomatic, which means that it is entirely possible and even likely that the virus spread in all nursing homes has been happening invisibly, in spite of the safeguards, systems and protections which we put in to place to prevent it.

We are also mindful that our staff members have been and continue to be at risk as well, which compounds this situation significantly. Many of our staff, those who have positive tests, and those who have symptoms, are staying away to recover, and some of our staff are scared. We understand that, and are doing all we can to support them – emotionally and financially - so they can help us help your loved ones.

We know that you are scared for your family members, and as always want to do what we can to inform you and to give you the opportunities to reach them, even without visiting. One development I ask for your help with is that understandably, we have been receiving an avalanche of calls from families asking for information. In many cases, we are getting calls from several members of the same family, and as a result our phone lines have been getting jammed, and we can't respond as quickly as we or you like. One way that you can please help us help you is to ask that you appoint one member of the family to act as the family spokesperson so that we can spend as much time as possible caring for your loved ones.

We will continue to send updated information via the website and through letters such as this. We are fighting desperately, and aggressively to manage through this and every person in our organization starting with me, all the way up to the nursing assistant at the bedside is committed to you and your loved ones and doing everything humanly possible and then some to fight this horrible pandemic that has attacked us.

With deep gratitude and prayers,

Richard C. Bane, President