



May 5, 2020

Dear Bane Care Families:

Please let me share a personal story. As I told you at the beginning of this journey, my own family is deeply involved in this battle, and over the weekend I learned that my beautiful bonus daughter, who is a nurse on the COVID floor at a local community hospital, tested positive for the virus. As she is isolated from us, she is recovering all alone, and I am happy to report that she seems to be improving every day. I share this because I know – first hand – what it is like to have a loved one that I can't help, can't visit, can't be there for – except remotely. It is painful, and I understand exactly what you are all going through. This isn't easy at all.

Back to "business." We are now eight weeks into the COVID-19 crisis, and with every week that passes, we learn about and deal with new developments. As I shared in last week's letter, the major development for the week was the Investment and Accountability Plan that the Commonwealth of Massachusetts delivered to us. We have spent the entire week making sure that we met our obligations, and I am pleased to report to you that all 11 of our facilities were able to "self-attest" that we met every one of the 28 points in the Infection Control, PPE and Staffing Checklists. That full 100% compliance was the result of an incredible amount of diligence and effort on the part of our team, and we are very proud that we were able to start this process from a position of strength.

The next phase of our work, which we have already started as well, involves required testing of 100% of our residents and staff. One week into that testing, which will take place over three to four weeks, the results are encouraging, with low rates of positive cases. You can follow the numbers on our daily listings, and if you see any significant increases, it will be due to the testing. With regard to staff, we are especially mindful of the impact that the testing might have on our staffing, however, as I write today, we are starting from a place of stability. This entire mandatory Accountability System will evolve over the next few weeks, and we will share our results regularly. Lastly, the CDC, which is a federal authority has also established mandatory reporting systems, which went into place this week, and we will be reporting to them vigilantly.

One constant however in this journey, is the continued sadness we are all experiencing as some of our residents, most with significant prior medical complications, have passed away, in some measure due to COVID-19. Last week another 21 residents passed away across the 11 facilities, and our deepest sympathies go out to their families and the staff who cared for them.

I end this letter with a note of optimism. The data statewide is starting to show improvement, and across our buildings we are hopeful that we too will start to see improvements, as hopefully fewer residents and staff will test positive, and we can begin the long recovery for all of us.

As always, my deepest gratitude to you for your patience and understanding as we care for your loved ones in this extraordinary crisis. Also, please join me in thanking our amazing team of caregivers, and the awesome teams around them who are the heroes among us – words cannot possibly express the emotion and pride we have for the work they do. We posted a special video appreciation for them on our website, www.banecare.com. I hope you enjoy watching it as much as we did making it.

Gratefully,

Rich Bane