



April 21, 2020

Dear Bane Care Families:

Once again, this past week has presented ongoing challenges in dealing with the coronavirus for all of us. I am sure you are reading the daily press about the impact on nursing homes, across Massachusetts and the country, and as you have followed our regular communication to you, you can see that the virus is impacting nursing homes more than any aspect of our world.

Our teams have been working around the clock and face new challenges every day. Our strategy is, as always, to focus on whatever needs to be done to provide the best care for our beloved residents, and that will never change.

One question that many families have asked is why do some buildings have more positive virus residents and staff than others, and in fact, some of our buildings have little or no virus at all. As this horrible crisis evolves, we are learning that there are many factors that contribute to this, but no one, including the CDC, Department of Public Health or the world's greatest medical experts can provide specific answers. That is due largely to the special problem where many people who have the virus are actually asymptomatic, which in turn leads to the case where the more tests that are conducted, the more positive results are observed. Furthermore, tests are only a point in time, and what is positive one day can be negative the next, and vice versa. In the end, we have conducted broad testing at some of our buildings, which is where we have seen higher numbers. We are happy to report that many of our staff who had tested positive will be returning to work soon, and we have seen many cases where our residents are starting to recover as well. Sadly however, this past week 14 more residents across the 12 facilities did pass away, and in most of those cases, the coronavirus was a contributing factor along with other serious conditions the residents have. Our sympathies go out to the families of these residents – there are very difficult times, and our hearts are broken for our families and staff who have experienced these losses.

Yesterday we received notice from CMS regarding standard requirements on the reporting similar to that we have been providing to you. That guidance is expected to come to us in the next few days and as soon as we have that we will share it with you immediately. In the interim, here is some clarification on the daily figures provided on our website:

- For residents, the numbers reflect those cases currently in-house or at the hospital. The number can increase if tests or re-tests come back positive, or if residents with COVID-19 are transferred in from another setting. The numbers may decrease if residents recover, discharge, or, sadly, pass away.
- For staff, the numbers reflect the number of employees currently unable to work until recovered. That number can increase if more staff test positive, or decrease as more staff recover.
- Some of you have asked about reporting on deaths. We are awaiting guidance from the federal government on when and how to report deaths. As mentioned above, some residents with COVID-19 were already struggling with serious and fatal conditions.

The situation continues to be fluid, and the entire organization is working 24/7 to care for our residents – your loved ones. We are incredibly grateful for our colleagues – their courage, compassion and energy are heroic. You can be sure that even though we are forced to restrict outside visitation, our team is picking up the torch of your love and care, and we are your eyes, ears and heart. As the world around us salutes medical professionals and first responders for their work, no one is more worthy of praise and appreciation than the women and men who care for nursing home residents. In the coming days, weeks and months, please join me in thanking them for their tireless, exhausting work every day, evening and night.

We will continue to keep you apprised as the situation develops. Please check our website for daily updates.

Thank you.

A handwritten signature in blue ink that reads "Rich Bane".

Rich Bane