

March 15, 2020

To our Residents, Families and Staff,

I wanted to take a moment to assure you that staff and resident safety has been, and continues to be, our top priority. As we confront the escalation of the COVID-19 Coronavirus, we are following the Centers for Disease Control (CDC) and Massachusetts Department of Public Health guidelines for screening, assessing and managing for risk factors associated with COVID-19 to reduce the potential for the virus to enter our affiliates. As of this moment, there are no confirmed cases at BHCS affiliates.

We are aware that populations with the highest risk, the elderly and those with underlying health issues, are the populations we care for each day. We are committed to providing the highest quality of care to these individuals, while keeping them safe and exercising effective infection control practices at each of our affiliates.

These practices include, but are not limited to:

- Pre-admission screening of risk factors including travel habits, exposure to infected individuals and testing for symptoms.
- Audit of infection control practices and re-education of staff if/where gaps are identified.
- Routine environmental cleaning of high touch surfaces and equipment.
- Droplet protection policies and practices in place for those with exposure risk.
- Masks, gloves and hand sanitizers for direct caregivers.
- Visitor and vendor restrictions, limitations and screenings to minimize exposure risk to our residents.
- Elimination of communal dining and group activities at our skilled nursing centers and assisted living communities.
- Arranging for phone calls and virtual visits between residents and their loved ones to limit social isolation.
- Daily leadership calls to keep current and changing information in front of all affiliates.
- Communication with updates to residents, family members and staff to keep them well informed.
- Social media and web based information updated with pertinent BHCS specific information along with links to reliable resources of COVID-19 information.

We're also actively advocating for allocation of Personnel Protective Equipment ("PPE"), in particular for masks, through Massachusetts Senior Care Association, vendors and our colleagues at Berkshire Health Systems.

Our continued and laser sharp focus on preparedness and prevention since the emergence of this national crisis will continue throughout its endurance. We encourage you to visit our website www.berkshirehealthcare.org for updates and links to helpful information during this challenging time. To sign up for regular updates please go to the "Contact" link on our website and provide us your information.

We welcome your feedback, suggestions and ideas for ways in which we can help enrich the lives of our residents, clients, and patients during this time of concern.

Sincerely,

William C. Jones

William C. Jones
President