

June 3, 2020

Dear Berkshire Healthcare residents and families,

It is hard to believe that it has been almost three months since we have been fighting COVID-19 as a nation. As a care community, we have worked diligently to put in place an environment of strict adherence to infection control procedures in order to keep our residents as safe and healthy as possible.

Across the state, we are all cautiously optimistic that the Commonwealth of Massachusetts Governor has announced the beginning of a reopening plan. Recently, the Department of Public Health has released a new update regarding visitation in skilled nursing facilities and Assisted Living communities across the Commonwealth. We are so pleased that our residents and families will once again be able to connect in person. While this is an encouraging step, please understand that residents' health and safety remain our top priority and we will be adhering to continued strict observance of the policy below:

In-person visitation is allowed as of June 3, 2020 in a DESIGNATED OUTDOOR VISITATION SPACE, given that all safety, care and infection control measures are implemented. These include:

- Visitations are limited to **NO MORE THAN TWO INDIVIDUALS/visitors** at any given time.
- All visitors will be screened for fever or respiratory symptoms. Any individuals with symptoms of COVID-19 infection (fever equal to or greater than 100.0 F, cough, shortness of breath, sore throat, myalgia, chills or new onset of loss of taste or smell) will not be permitted to visit with a resident.
- A visitor(s) must **always** remain **at least 6 feet from the resident** and attending staff member(s) during the visit.
- Staff and residents must wear a surgical face mask and visitors must wear a face covering or mask for the duration of the visit.

IMPORTANT: Visits must be scheduled in advance WITH A FACILITY SOCIAL WORKER and we will require you to provide your phone number and email for all visitors. Additionally, visits are dependent on permissible weather conditions, availability of outdoor space, and staffing at the facility to meet resident care needs, and the health and well-being of the resident. The frequency of allowed visits will also be determined by the same criteria.

Scheduled virtual video conferencing continues to be the primary and encouraged form of communication between you and your loved one. We have secured iPads that will be used exclusively for resident-family video chatting sessions via facetime, zoom, skype and google duo. Also, please be reminded that window visits still require windows to be securely closed.

We realize the stress that visitation restrictions have placed on so many up until now and we appreciate your compliance and understanding that it is all **to keep you and your loved ones safe.**

You have our assurance that we will continue to keep you informed as any updates occur. We cannot thank you enough for your continued support, patience and understanding as we continue to navigate this complex and unpredictable virus. It means everything to our residents and staff. Please be well.