



June 4, 2020

Family Member;

Pleasantly, I get to share a couple of bits of good news with all of you regarding the treacherous Coronavirus. Finally! As of this past weekend, Sancta Maria is officially "**Covid FREE**". What does this mean? Technically according to the CDC a patient/resident who was previously diagnosed positive with Covid19 and presented with symptoms, but hasn't shown any of those symptoms now for at least 14 days, is considered **recovered**. Based on that definition, our house is fully recovered. That being said, we will NOT let our guard down and will remain extremely vigilant. This virus penetrated our fortress walls once and it can certainly do it again.

On Tuesday, June 2, Governor Baker and Department of Public Health issued a formal memorandum to all Nursing Homes in the State permitting them to allow family and friend visitors in an OUTDOOR setting. This memorandum identifies numerous limitations. It further allows each facility to identify its' own additional protocols. With our continued overabundance of caution, we state below what our combined (State & Sancta) protocols consist of, in our new **Fresh Air Visit Program** (no order of importance):

1. This is a pilot program, and a first for the industry, robust with hundreds of logistics in coordinating 130 Residents with their family members and friends. Everything is subject to change WITHOUT notice.
2. Visits restricted to outdoors ONLY. We have allocated only one area to the right of the main lobby entrance, covered by a canopy/tent, to protect everyone from the elements. Handicap access will be provided for those visitors who require such. You will **not** be allowed elsewhere.
3. Visitations will be available Monday through Friday at 10AM, 11AM, 1PM, 2PM and 3PM.
4. Each appointment will be a maximum of 30 minutes – SHARP!
5. First come – first served. You will be allowed to book your next weeks appointment only after your first appointment is completed.
6. To successfully manage the needs of 130 families and residents, visits will be limited to one visit per week **per resident**.
7. No more than 2 visitors at a time with the resident & public rest rooms will not be available.
8. Visits may be cancelled with little notice due to inclement weather, sudden illness of resident, etc. If a cancellation happens, we will do our best to reschedule you as soon as possible.
9. All visitors must wear face masks (please provide your own as PPE remains a challenge for us).
10. Please be on time for your appointment. If you arrive late, your appointment will NOT be extended as other families are directly scheduled behind you.
11. Upon arrival, you will - - -
 - a. Enter through Door # 1, side lot, first blue canopy.
 - b. Security will sign you in
 - c. Take your temperature and ask several health questions.
 - d. Require you to sign a legal attestation.



12. No eating or drinking while with the Resident, as face masks MUST remain on at ALL TIMES!
13. You must stay at least 6 feet away from the Resident throughout your visit. No hugging, shaking hands, kissing, etc. This will be very strictly enforced.
14. Visiting area will be disinfected before/after each visit.
15. If you are not feeling good, please reschedule your appointment. This includes but is not limited to a fever of greater than 100 degrees, cough, shortness of breath, sore throat, myalgia, chills or a sudden loss of taste or smell. If you present with these symptoms you will be denied entrance into the facility.
16. If you have been in contact with someone who tested positive for Covid19, or under suspicion of Covid19, within the last 14 days, please do not come and reschedule your appointment.
17. Your privacy may be limited as a staff member is under strict orders to remain present nearby to ensure the safety of the resident, enforce the protocols, and/or meet the emergent needs of the resident if necessary.
18. This staff member will repeat these protocols to you and the Resident at the beginning of every Fresh Air Visit.
19. Two egg timers will be placed on the table. One for 25 minutes indicating that you have five minutes remaining and will perhaps begin with your goodbyes, and the other for 30 minutes signaling the absolute end of the visit.
20. We anticipate a very high volume of requests certainly in the beginning, so please be patient as your appointment may need to be booked out well in advance.

We understand that this is quite the litany of rules to follow, and we hope that you understand that these protocols are in place to protect your loved one and yourself. We anticipate that you will very carefully and respectfully follow them.

We hope that you will take advantage of our new **Fresh Air Visit Program**, and remember that our **Virtual Visit Program** remains in place for you to video-chat live with your loved one as well.

To reserve your time and date for your Fresh Air Visit, please call Connie Clark at 617-868-2200 extension 2133. PLEASE arrive 5 to 10 minutes ahead of your scheduled time to have Security check you in, and sign documentation.

Thank you,
Thomas Gomes
Executive Administrator