



March 11, 2020

Dear Family Member;

Based on Center of Disease Control and Department of Public Health recommendations regarding the Coronavirus, Covid19, and the daunting responsibility to protect the health and welfare of the Residents and Patients we have the privilege to care for, we have elected to temporarily **suspend all visitation** to the Nursing Home until further notice.

Effective immediately, please do NOT visit the facility. Also, please consider informing your other family members, friends and neighbors of this temporary restriction as well. This restriction also includes delivery of packages, laundry, food, etc.

Please know that as of this date, we have no known cases of the Coronavirus, nor any cases of Influenza A or B in the facility. This action is being taken exclusively with an overabundance of caution to maintain that positive status.

If your loved one experiences a change in medical condition, you will be notified per typical protocols. If this change in condition is emergent and requires a family member to visit the facility, you may be subjected to clinical screening and/or isolated to certain areas of the building. All non-emergent, medical appointments outside the facility will be evaluated on a case by case basis.

Our Management is in constant contact with the CDC, DPH and local government officials monitoring the evolving status of the Coronavirus. We hope and pray that these cautionary – yet essential interventions will be brief in both time and scope. In the meantime, we have established a dedicated phone extension (see below) that you can call for a daily, recorded message with updates on our efforts and protocols.

While this decision creates emotional stress and an inconvenience for so many of our loyal family members, we remain confident that we are exercising the necessary precautions to protect your loved one. Thank you for your understanding!

**For periodic updates, recorded messages will be provided at 617-868-2200 ext. 2109.**

Thank you,

Thomas Gomes  
Executive Administrator