

March 13, 2020

Dear Residents, Patients and Family Members,

At present, we have no confirmed cases of the coronavirus (COVID-19) in any facility operated by Pointe Group Care, and we are taking every step possible to ensure this continues. To that end, we have reviewed and updated our infection control procedures to include the latest CDC and industry guidance.

As an additional precaution, we must restrict visits to our facilities at this time. We are only allowing in-person visits under essential circumstances, such as a family member visiting a resident in an end-of-life circumstance and/or receiving hospice services, or when the visit is essential for the resident's emotional well-being and care. In such cases, the visitor may be required to wear a mask or other protective equipment.

Family members can still contact their loved ones by phone and FaceTime, and we encourage them to do so. Additionally, with advance notice, our staff can help facilitate video chats with residents. Please be considerate of the fact that staff are working extra hard at this time and may need some lead time to assist with this.

Please be reassured that our facilities are prepared to handle whatever may transpire in the days and weeks ahead. While nobody knows for certain what the impact of the pandemic will be, we have extensive staffing plans as well as preferred provider relationships with vendors that help to ensure that personal protective equipment and other supplies remain fully stocked during this crisis.

We thank the federal government and Mass. Department of Public Health for their hard work and for the guidance that they have provided. We will continue to update our procedures as needed to comply with any new guidance. Thank you for your cooperation.

Sincerely,

Chris Hannon  
Chief Operating Officer