



March 13, 2020

Dear Parents and Guardians:

I'm pleased to report that, as of this writing, everyone remains healthy and safe at New England Village and we have no suspected or confirmed cases of Coronavirus Disease (COVID-19).

This communication primarily focuses on our residential programming. We recognize that most NEV residents also participate in one of our day programs. We are currently assessing our options for day programming and a separate communication with status updates in that area will be sent out next week.

We are following all guidelines from the Executive Office of Health and Human Services (EOHHS) as they relate to congregate care and community day programming settings. When faced with adversity, the NEV community always rises to the occasion, and now is no exception. Here are the additional steps we have taken to limit exposure and mitigate the spread of the virus.

Social Distancing

- We have canceled all community classes at the Sollar Wellness Center until further notice. Wellness programming continues to be offered to all individuals served by NEV, but not to the general public.
- We have suspended all large group gatherings onsite and in the community. This includes community blood drives, sports leagues, clubs, concerts and dances. We continue to offer an abundance of enrichment programming to the men and women supported by NEV in individual and smaller group settings.
- At this time, we are limiting visits to our residences to only immediate family members and guardians who need to be there for critical or time sensitive reasons. Exceptions will be considered on a case-by-case basis, and must be approved by our Chief Operating Officer [Stephanie Costa](#), in advance. You can reach Stephanie by phone at 781-293-5461 ext. 133 or by email at scosta@newenglandvillage.org. If you have an emergency or

question regarding a visit outside of business hours, please contact the Administrator on Duty at 781-799-5996.

- Without exception, family members who have been exposed to COVID-19, are experiencing any flu-like symptoms, or have returned from a geographic area with a travel advisory for COVID-19 are not allowed to visit under any circumstances until medically cleared.

Health & Safety Protocols

- Our Flu/Virus Epidemic Task Force, which includes our nursing team, is actively monitoring all dimensions of this threat and educating staff accordingly. Our intranet site allows us to share up-to-date information and safety protocols with all staff in a uniform and timely manner.
- We are using EPA Registered antimicrobial products for cleaning and disinfecting our residences and buildings.
- In the event of a confirmed case or exposure, we will follow the Department of Public Health (DPH) recommended guidelines for quarantine. If a resident contracts the virus, that resident and his/her housemates will be quarantined in their residence. Staffing protocols are in place for these potential situations.
- Family members may bring their loved ones home at any time, whether or not that NEV resident has been exposed to COVID-19.

Staff

- Staff who may have been exposed to COVID-19 or who are exhibiting symptoms consistent with COVID-19 are not allowed to be present onsite until medically cleared.
- Telecommuting has been enabled for staff whose onsite presence is not required.
- Only essential business travel and meetings (on- and off-site) are allowed.
- We have encouraged staff to curtail non-essential personal travel.

Communication

- We will continue to provide updates as warranted. We are posting NEV specific information related to COVID-19 on www.newenglandvillage.org. A link to this information appears on the home page.

- If any time sensitive or personal information needs to be shared, NEV staff will contact you. Please make sure we have your accurate primary emergency phone number on record. Contact Mary Stanley by email – mstanley@newenglandvillage.org, or by phone at 781-293-5461 ext. 113, if you need to update or confirm your information.

Our entire community is working diligently to minimize unnecessary exposure to, and spread of, COVID-19 while ensuring continuity of operations and the delivery of essential quality services to the men and women supported by NEV. I am proud of the work being done to keep our community healthy and to fulfill our mission. Please feel free to contact me with any questions. Thank you for your assistance and support.

Stay well,

A handwritten signature in black ink, appearing to read 'MAR', with a long horizontal line extending from the top right of the signature.

Michael A. Rodrigues
President and CEO
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