



March 3, 2020

Dear Parents and Guardians:

As we continue through an active flu season and prepare for the possibility of an outbreak of the Coronavirus (COVID-19), we want to make you aware of some of the preventative, monitoring/reporting and communication procedures we have in place:

Preventative Measures

- We have assembled an internal Flu/Virus Epidemic Task Force to deal with the many dimensions of this threat.
- Through daily rounds, our nursing team has instructed direct care staff about flu symptoms and hygiene measures (alternately known as universal precautions) that will reduce the risk of transmission.
- Information on the Coronavirus is being distributed to all staff. All programs have been given a list of sanitizing products that they should have available onsite and stock of these products has been ordered.
- Staff will be required to stay home if experiencing any flu-like symptoms. Supervisors have been instructed to send home any employees exhibiting these symptoms. Similarly, we request that any family members who have been exposed to COVID-19 or are experiencing any flu-like symptoms, refrain from visiting our homes or programs until they are completely symptom free.

Monitoring/Reporting Systems

- We are constantly monitoring the bulletins regularly issued by the Center for Disease Control (CDC) and State Department of Public Health regulations and guidelines that may be applicable to us. A link to the CDC flu update page is prominently displayed on our employee intranet site.
- We have been in contact with the Pembroke Board of Health and they will be sending us high alert or action required emails as they arrive from the state.

- An internal reporting procedure has been put in place to track any confirmed or suspected cases with flu-like symptoms in any of our programs.

Communications

Three primary modes of communication will be utilized during this time:

1. **www.newenglandvillage.org** – We will post any necessary updates related to flu or Coronavirus and the effects to NEV on this site. A link to this information will appear on the home page.
2. **Broadcast email** – will be used if there is a need to efficiently disseminate timely information related to how we're managing, if we continue to be challenged with a high incidence of flu, or if Coronavirus cases occur.
3. **Phone** – will be used to relay time sensitive and personal information. In the **event of a campus-wide emergency**, we will utilize the Plymouth County Sheriff's Department CodeRED Emergency Alert System for broadcasting emergency messages via voice to the primary emergency phone number we have on record for you. If any of your information has changed, please contact Mary Stanley by email – mstanley@newenglandvillage.org, or by phone at 781-293-5461 ext. 113, so that we can reach you in an emergency situation.

One measure of an organization's strength is its ability to respond well in an emergency situation. If a significant number of Village staff, residents or day program participants become infected with the flu or Coronavirus, New England Village will evaluate the specific circumstances and decide how best to respond, keeping in mind that we have many years of experience dealing with the flu.

My hope is that everyone will remain healthy and safe, and I want to assure you that I will continue to monitor this situation with that goal in mind.

Sincerely,



Michael A. Rodrigues
President and CEO