



March 19, 2020

Dear NEV Family Members and Guardians,

The emergence of COVID-19 has changed New England Village's mission for the upcoming months. Our primary focus is to keep our extremely vulnerable residents as safe from this virus as humanly possible. I am therefore writing to inform you that effective immediately all visits to our homes are suspended. Any unnecessary visits home or overnight stays are also suspended. Please share this important information with your other family members.

Should your loved one become ill or exposed to COVID-19, you may bring them home at any time. However, it may be weeks or months before a resident is allowed to return to their residence after any off-site visit, regardless of the duration of time away from NEV.

Any concerns regarding this critical policy may be directed to our Chief Operating Officer Stephanie Costa at 781-293-5461 ext. 133 or by email at scosta@newenglandvillage.org. If you have an emergency or question outside of business hours, please contact the Administrator on Duty at 781-799-5996.

While not being able to visit your family member may be stressful, please know that NEV staff are keeping residents active in creative, energizing and safe ways. Staff are focused on easing the anxiety a change in routine may bring. We will continue to do everything short of face-to-face contact to keep you and your loved one connected. We will be in touch with you immediately if anything changes with your loved one's health.

You can check www.newenglandvillage.org for a daily update on how our community is being impacted by COVID-19. In these serious times, we'll also post some of the lighter and fun moments happening at NEV on our [Facebook](https://www.facebook.com/NewEnglandVillage) page: <https://www.facebook.com/NewEnglandVillage>.

The phrase "it takes a village" has never been more relevant. Together we will keep our residents and staff as safe as possible. Thank you for your support, understanding and cooperation.

Wishing you good health,

A handwritten signature in black ink, appearing to read 'M. Rodrigues', written over a thin diagonal line that extends from the top right towards the bottom left.

Michael A. Rodrigues
President and CEO
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