



October 28, 2020

Dear NEV Family Members and Guardians,

The safe operation of New England Village's day programs has proven to be one of the most challenging aspects of this pandemic. In March, when so much was unknown about the pathology and transmission of COVID-19, we made the decision to close all our day programs. We were acutely aware of the hardship this would present for many of the individuals we serve and their families, but we knew it was the only safe and responsible thing to do.

In the spring, we started to offer remote day services via Zoom to keep the people we serve connected and engaged while waiting for guidance from the state on how and when we could responsibly reopen. Our creative and committed team continued to explore ways to better meet the varied needs of all individuals-served through the Zoom platform.

By the end of September, with a clearer understanding of the state's reopening requirements, we felt we could partially reopen our day programs by bringing primarily New England Village resident and staff cohorts back first. If we could successfully keep that group healthy and safe, the next phase included bringing some of our community members back as well.

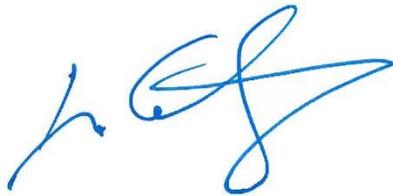
As the number of COVID-19 infections rise both locally and nationally, it has become clear that we cannot safely increase our day program in-person capacity at this time. If current trends and forecasts are accurate, we may also be forced to once again completely pause our in-person day programs. I will be overjoyed if this proves not to be the case.

I know how much of a positive difference we make in the lives of the men and women we serve. Each person is important to us. My heart goes out to the individuals and

caregivers who we cannot safely serve during this pandemic. You have my commitment to always make decisions with your loved one's safety and well-being top of mind.

We will continue to keep you informed of any updates. Please reach out to me if you have any questions. I am deeply grateful for your patience and understanding through this challenging time.

Be well,

A handwritten signature in blue ink, appearing to read 'M. Rodrigues', with a stylized flourish extending to the right.

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