



May 15, 2020

Dear NEV Family Members and Guardians,

As I write this letter, NEV has no residents or staff sick with the COVID-19 virus. Our efforts to minimize exposure are working, and we will stay the course. Thank you for your efforts, cooperation and support.

We continue to closely monitor and follow all public health guidelines and recommendations. We have a strong working relationship with the Pembroke Health Department, the Department of Developmental Services (DDS) and trade associations. We regularly share best practices and pool personal protective equipment acquisition resources with peer organizations.

There have yet been no revised guidance regarding the lifting of visitation restrictions, the date when residents who are home with their families can return to NEV, or the opening of our day programs. Please adhere to all previously communicated directives in these areas, especially as it pertains to "no visits" to our campus. Our numbers are good right now and we all want them to stay that way.

We understand how stressful this separation can be on you and your loved one. Staff across all programs have done an amazing job of incorporating structure and a wide variety of enrichment offerings into our residents' days to help alleviate boredom and anxiety, and just as importantly - have some fun! All of our homes can accommodate the technology to make or accept video calls, so don't hesitate to contact your loved one's program manager to make arrangements to speak with him/her. We are in this together and we will get through it together.

The Baker-Polito Administration's Reopening Advisory Board is scheduled to produce a plan to the Governor by May 18th. If anything is announced that affects our operations, you will be notified as soon as possible.

Best wishes for continued good health,

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

Michael A. Rodrigues

President and CEO

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P.S. Please remember 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](#) page:

<https://www.facebook.com/NewEnglandVillage>.