



April 15, 2020

Dear NEV Family Members and Guardians,

The last six weeks have been an extraordinary time as we continue to rise to the challenges of the COVID-19 pandemic. Our team has rallied and made every effort to keep NEV's residents safe and supported. We currently have one home in quarantine because of staff exposure, but we're eight days in and thankfully, no residents have become ill. We are adhering to the Executive Office of Health and Human Services' (EOHHS) quarantine guidelines and consulted with the Pembroke Board of Health. I am grateful for every day that passes with no cases to report. The safeguards we have put in place are working thus far.

I understand how difficult it must have been for you and your loved one to be separated from each other over the holidays. Special meals and celebrations were planned in the homes to help commemorate this unique Easter and Passover. The Easter Bunny even made an appearance on Sunday and greeted all our residents from a safe distance. Upholding traditions can be a great comfort in times of uncertainty and we did our very best to do that for our residents.

If you've been following us on [Facebook](#), you've seen the outpouring of support NEV has received from the local community. The Pembroke Police, Mashpee Fire Department and more than 25 people have donated surgical masks, nitrile gloves and hand sewn cloth masks to us. A local Girl Scout troop made cards for all our residents. We recently launched a [fundraiser](#) to award bonuses to our Direct Support Professionals for the heroic work they are doing during this pandemic, and we are already halfway towards our goal of \$50,000. It is inspiring to watch how people come together to support one another in times of need.

In my communication to you on March 3rd, I informed you of some of the preventative, monitoring and communication procedures we already had in place (all of my prior communications can be found on our [website](#)). NEV has had a Continuity of Operations Plan since the H1N1 virus emerged in 2009 which is updated every year, so we were ahead of the curve on emergency planning. We are closely monitoring all public health communications and strictly adhering to all guidelines issued by EOHHS.

I'd like to share a few other timely updates with you:

- We received a large shipment of N95 masks today from the Massachusetts Emergency Management Agency (MEMA). We continue to secure additional orders through MEMA,

ADDP and other vendors.

- In addition to face masks, we also have other Personal Protective Equipment in stock - face shields, gowns and gloves.
- We are requiring all staff to wear masks both on site and in the community.
- We continue to evaluate staffing schedules in the homes daily to minimize the staff leaving and entering the homes and therefore limit exposure.
- We have instituted mandatory daily temperature checks for all staff and residents.
- All emergency contact information and medication lists have been reviewed and updated as needed.
- If an individual-served becomes ill with COVID-19, a risk assessment is conducted in consultation with the local Board of Health to determine the appropriate care setting. If the individual is stable enough to remain at home and isolate to not expose others, the intent is to care for these individuals at home. If the individual-served is not stable enough to be home, but does not require hospitalization, we would consider alternative care sites where staff could accompany the individual. If an individual-served requires hospitalization, we will make every attempt to send staff with them, but ultimately the hospital will make the decision about who can and cannot be on-site.

Vince Lombardi once said, "Preparedness is the ultimate confidence builder." I have complete confidence that we at New England Village are doing everything in our power to keep your loved one healthy and safe. We **will** get through this together.

Best wishes for continued good health for you and your family,

A handwritten signature in black ink, appearing to read 'M. Rodrigues', written in a cursive style. The signature is positioned above the printed name and title.

Michael A. Rodrigues
President and CEO