



To Our Residents, Family and Staff Members:

5/6/20

We want to inform you that we have received confirmation that Residents and staff at NevilleCenter have been diagnosed with COVID-19. We have notified you by text message and are now following up with this letter. We ask that you continue to check our website for the latest updates.

<https://www.nevillecenter.org/coronavirus-community-updates>

Be assured that we are doing everything possible to minimize the spread and transmission of COVID-19 as we continue to provide the highest level of care for all our patients. The following are preventative measures that we are using to limit the spread of the disease and ensure patient safety:

- All residents are monitored for signs and symptoms of respiratory illness
- All entrants to the building are screened for signs or symptoms of COVID-19 including taking temperatures prior to entry
- Staff members who have symptoms or who have tested positive are immediately placed on medical leave and quarantined based on CDC and state guidelines.
- We always adhere to CDC and state health department requirements regarding the use of personal protective equipment (PPE) and infection control measures

We encourage you to call our center at 617-497-0600 for updates on the status of your loved one. We know this is a difficult time for everyone. We will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the local and state health department.

Sincerely,

Victor Emodi
Administrator