



To Our Residents and Family Members:

We want to inform you that we have received confirmation that an individual at Neville Center has been diagnosed with COVID-19. As always, resident safety is our top priority. We have prepared for this eventuality and we are implementing our mitigation protocol within our Neville Center, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps.

We encourage you to call our center at 617-497-0600 for updates on the status of your loved one. Visitation restrictions continue to be in effect to help prevent the spread of this virus. We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or other social media formats.

Please be assured that we will contact you if your loved one is suspected or diagnosed with COVID-19.

We highly recommend that you visit the [Centers for Disease Control and Prevention \(CDC\) website](https://www.cdc.gov) to learn how you can help prevent the spread in our community.

We know this is a difficult time for everyone but please know our facility staff is working diligently to provide the best care possible. We will continue to provide you with updates as they become available.

We know that you may have questions and we encourage you to contact our center.

Sincerely,

Victor Emodi

Victor Emodi, Administrator