



Hello,

I would like to personally thank you for your patience during this very unusual time we are all facing. This is an unprecedented time for all of us and we appreciate the support and kind words of encouragement we have received. We continue to monitor and look to our state and federal governing bodies on updates for Covid-19.

Most of you already know that we have access to many policies and procedures to plan for such circumstances and access to additional resources for planning and contingencies. We are closely monitoring the situation and have access to the most updated information and processes.

Some of those contingencies include ensuring that we have adequate staffing in times of natural and other disasters and access to needed provisions to ensure uninterrupted care of our residents, including food, medical supplies and other necessities.

Our center has many policies and procedures for regular cleaning and infection prevention protocols, all of which we follow daily. During flu season and certain times of the year, we are at an increased level for infection prevention. We are now at an even more heightened level. We have stepped up our typical cleaning and disinfecting schedule that would be in place during flu season to include an enhanced cleaning schedule and upping our surface cleaning on high contact areas, to name a few.

We all have many questions on Covid-19 and will leave that to our local and national leaders to share. However, we know one of your biggest questions is, "How can I visit with my loved one?"

Some options include: ZOOM, FaceTime or Skype. We are working on getting these in place and we will update you soon on setting it up for you. Messages will be sent out via email as things change or we feel the need to communicate information. If you are interesting in using Skype, please email back with your Skype handle and a day and time you would like this to occur so we can arrange it.

As soon as we know of any changes to the restrictions on visitors, we will let you know. We will provide email updates as often as possible. If you have Facebook – please like and follow our page and look for updates there as well.

Please continue to reach out if you have any further questions.

Thank you again for your understanding.

Respectfully,

A handwritten signature in blue ink that reads "Michael Takesian".

Michael Takesian
Administrator
Fairhaven Nursing Center
Lowell, Massachusetts