



Dear families and friends,

As always, our team and I hope this email finds you safe and healthy. As some states begin to ease restrictions on businesses and the general public, please note that Fairhaven will NOT be included in any of these business categories to ease restrictions. The visitor restriction placed on us by the Department of Public Health in early March is still in effect for the foreseeable future; we will advise you when this changes. We continue to offer several ways for families to communicate with us as well as their residents through FaceTime calls, Zoom meetings, and window visits for you and your loved ones. Please let us know how we can assist you and we will make every effort to accommodate.

From the beginning of this crisis, we have implemented extensive infection control measures to protect our residents. This information will be updated on our website. As always, if you would like any details on them, please let me know.

In Massachusetts, patients and staff have tested positive in more than 300 centers. That is more than 80% of all nursing homes. Sadly, we also have had patients test positive for COVID-19. As you know, this has been extremely challenging to our staff. We are doing all we can to treat them and our thoughts are with those patients afflicted with this virus and their loved ones. We continue to monitor and care for our residents in the safest way possible. We follow all guidelines as directed by the Department of Public Health, CDC, and State and Local Health Boards.

We also continue to do all we can to protect our other residents and remain committed to ensuring the personal protective equipment (PPE) our staff needs and are in compliance with CDC and state guidelines regarding the appropriate use of PPE. We continue to secure PPE from existing and new vendors and request equipment from the state. We are satisfied with our supply and record a daily inventory of all items. We continue to work towards a supply of items that will allow us to manage safe resident practices for an extended period of time.

We are in touch daily with the Department of Public Health and our local Health Department. The state DPH will be visiting our center in the near future and we are confident that they will be impressed by the systems we have implemented to ensure safe resident care. They will review our infection control procedures as well as review our PPE, staffing allocations and all processes and procedures regarding safe resident care. We continue to follow all CDC and state guidelines and receive regular updates on new guidelines that are offered.

We may be turning the corner on our center's battle with COVID-19. As of today, we have continued to see several residents remain symptom-free of COVID-19. We are very excited for these residents, their families, and our staff. We anticipate this number to continue to rise and we will begin to allow residents to return to their rooms. We feel this would be helpful to everyone!



I remain incredibly grateful for our dedicated team and ask you to join me in ensuring that they are included as “Health Care Heroes” battling COVID-19. They are doing everything they possibly can to care for those suffering and support them as they battle this disease.

We are fortunate that we have not experienced staffing issues due to the commitment our staff has in providing the highest quality of care to their patients, even in the most challenging times. We have increased compensation to staff in our center and continue to advertise and recruit for additional *per diem* staff to supplement our teams. We support our talented staff whose commitment to caring for our residents throughout this health crisis inspires us every day.

We have heard from many of you about how you can recognize our staff “Health Care Heroes.” Please let us know if you have suggestions and we will attempt to implement them.

- Please email us your questions in advance, so we can address similar questions at one time.
- Please call us directly with questions on your loved one.
- We will attempt to provide you with a list of our department heads so you may direct area-specific questions to them.

Thank you and please stay safe and healthy!

Respectfully,

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

Michael Takesian

Administrator

Fairhaven Nursing Center

Lowell, Massachusetts