



Dear families and friends,

As always, our team and I hope this email finds you safe and healthy. As we approach Memorial Day Weekend, I would like to first take this opportunity to show respect and honor to all those military veterans who have lost their life serving our country. Our sincerest thoughts and prayers go out to them and their families.

We offer another heartfelt *thank you* to all the Fairhaven employees for their hard work, dedication, and compassion for our residents. We remain incredibly grateful for our entire 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.

I would like to begin with an update on the facility wide testing that was originally conducted 08-April-2020 and 15-April-2020 by the Massachusetts National Guard. We were able to test 100% of our residents and 96% of our staff members. This was mandated by Governor Baker and Mass DPH with a minimum testing compliance of 90%. Our center exceeded that threshold.

We feel we may be turning the corner on our center's battle with COVID-19. As of today, we have seen almost all of our residents convert to negative and are now symptom-free of COVID-19. We are very excited for these residents, their families, and our staff.

We've had two infection control evaluations with Mass DPH and were told by the surveyor that she had no concerns on both tours. Our PPE inventory was substantial, and our staff was well versed in infection control policy and procedures. Over the last week we have continued to appropriately care for our residents according to the CDC guidance.

We continue to schedule consistent staffing on all our units. We also continue to follow all CDC and state guidelines and receive regular updates on new guidelines that are offered. This information is shared with our staff and additional training is continually taking place to keep us not only compliant but "ahead of the curve".



Window Visits

Now that the weather is looking good, we ask that you contact us to get information about scheduling window visits with your loved ones. We continue to offer many ways for you to connect with your loved one. Please remember that the window visits must be pre-scheduled to ensure safe and healthy visits for you, the residents, and our staff.

Continue to use our special email address **administrator@fairhaven-nursing.com** to request virtual visits, ask questions or address any issues that arise. This is an incredibly challenging time and we will continue to do all we can to get through this, together.

- Please email us your questions in advance, so we can address similar questions at one time.

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