

## Carleton-Willard Preparedness Response to COVID-19

The news about the spread of the Coronavirus (COVID-19) and the potential risks it presents is concerning to all of us. Please know that maintaining our residents' and staff's health, wellness and safety is our number one priority.

There are no cases of COVID-19 in the Apartments, Cluster Homes, and Llewysac Lodge (Supportive Care). Despite our extensive mitigation efforts, currently there are two residents who have tested positive for COVID-19 in the Nursing Center, two in Ross-Worthen (Memory Care), twenty-one have recovered, and fourteen precious lives lost.

Carleton-Willard continues to monitor daily updates and take our guidance from the Centers for Disease Control and Prevention (CDC), World Health Organization, and Massachusetts Department of Public Health. We are also in communication with the local Bedford Board of Health.

Effective June 3, long-term care facilities ***may*** allow in-person visitation ***in a designated outdoor visitation space*** as long as the facility implements specific safety, care and infection control measures. Carleton-Willard will begin supervised visits by scheduled appointments beginning the week of June 15.

Only essential personnel and vendors are allowed into our community after being screened for signs or symptoms of respiratory infection, such as fever, cough, shortness of breath, or sore throat and a temperature check per DPH guidelines.

Employees are wearing masks while at work and continue to be screened daily with temperatures taken.

Each Resident has received a cloth mask, sewn and donated by residents and local volunteers.

Resident events and gatherings have been temporarily postponed.

The Brass Rail and the Abbott Room are temporarily closed.

One person at a time is allowed in the Village General Store, which is well-stocked with additional offerings.

Re-opening of the Village Hair Stylist and the Spa is expected prior to June 30.

Residents are our key partners in keeping themselves and others healthy, and we are frequently reminding them of all the preventive recommendations, to wash their hands

often, to practice social distancing, to remain at home as much as possible, to leave campus only for necessary medical appointments, and to not congregate or gather on campus. The Residents have been advised to call the Village Outpatient Clinic if they develop a sore throat, cough, fever or shortness of breath or to call with any medical concerns or questions.

There is potential for these measures to be in place for a period of time. We apologize in advance for any inconvenience these preventive measures cause, and as further information comes to light that may impact the Carleton-Willard community, we will keep you informed here.

Please feel welcome to contact the Marketing Department at 781-275-8700 x 1203 with any questions.

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A note of gratitude from Barbara A. Doyle, President and CEO

During this challenging time as things change daily, we are finding comfort in the kindness and patience we are experiencing throughout the Village. The staff is working tirelessly to ensure the health and safety of our Residents and each other. Residents are adhering to the preventive guidelines, adapting to the restrictions and looking out for one another. Our Residents and their families, while having to bear the heavy burden of being separated, graciously check in with us to offer words of encouragement and gratitude.

I overwhelmingly appreciate every act of kindness, every encouraging word and the tremendous sacrifices staff, Residents and family members are having to make in order to protect each other. As I have said in the past, we have always examined how decisions we make today will positively shape and sustain our vibrant community. Today, we join and move forward together in a different way and, as ever, I am proud to be a part of the Carleton-Willard family.