

MARY WADE



A five star senior community with a tradition of quality healthcare

March 17, 2020

Dear Mary Wade Community,

First, I want to thank you for your thoughtful messages of encouragement and support. These are unprecedented times and we deeply appreciate the trust you have placed in us in caring for your loved ones.

We continue to monitor the news and updates coming from a number of official sources such as the Centers for Medicare and Medicaid Services (CMS), CT Dept. of Public Health and the City of New Haven, the CDC, and others. Following their recommendations, we have recently:

- Suspended communal dining – residents are being served their meals in their rooms
- Suspended group recreational activities
- Closed the Adult Day Center and limited transportation to medical appointments ONLY
- Absolutely no visitors, with the exception of certain compassionate care situations, such as an end of life situation

It is important to note that our residents are NOT quarantined to their rooms, but are allowed to move freely within their units, i.e.: K1, K2 or Boardman. Residents are encouraged to practice social distancing when they move about. When weather permits, they will be able to visit the outdoor gardens.

In addition, we have been monitoring each resident's a temperature on a daily basis.

Our recreation staff and iN2L stations are going room to room, to ensure that residents have items they need. They are receiving daily visits from staff, including our Social Workers and Recreation Staff.

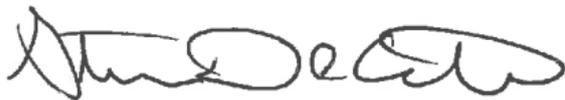
We strongly encourage you to set up video communications with your loved one if you haven't done so already. If you would like to set up an appointment to Skype, Facetime or Facebook Messenger Video Chat please email me at sdecosta@marywade.org or call 203-562-7222. We will do our very best to accommodate days/times so that you can see your loved one.

If a family member would like to pick up/drop off items, you may do so in the front lobby. When arriving at the main entrance please see the receptionist who will assist you and your family. We ask that you do not ask your family member to meet you in the lobby.

On the advice of Mary Wade's Medical Board, we have taken extended precautions to ensure safety of our residents and staff. We have limited entry points where we take temperatures of all staff on all shifts. There are multiple disinfectant stations throughout the buildings as well.

Thank you again for your patience and support. I look forward to continuing to keep you updated. Please contact me if you have additional questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Stan DeCosta". The signature is fluid and cursive, with the first name "Stan" being more prominent and the last name "DeCosta" following in a similar style.

Stan DeCosta
Executive Director