

MARY WADE



A five star senior community with a tradition of quality healthcare

From the Desk of David V. Hunter, President & CEO Mary Wade

March 13, 2020

Dear Mary Wade Community,

It's been quite a week. There has been a tsunami of information in the past week on COVID-19, its spread and recommended prevention guidelines. Our staff, led by our Executive Director Stan DeCosta and his team, have been working diligently keeping abreast of the latest information and recommendations through a myriad resources. Our staff is in regular communication with the CT Dept. of Public Health and is closely monitoring information from the Centers for Disease Control and Prevention (CDC) as well as those from federal agencies and the World Health Organization (WHO). We receive new and vital information on a daily basis and have been updating our policies and procedures as often as advised and as we see necessary.

What you should know first and foremost is that the care of our residents is our chief concern. We take their safety and wellbeing seriously. And, during a crisis such as this Coronavirus outbreak, we have taken quick and decisive steps.

Mary Wade's Medical Board held an emergency meeting this week and have directed us to adhere to maintaining the strictest policies to ensure the safety of our residents, including but not limited to:

- No visitors
- Temperature screening of all staff on all shifts
- Cancellation of all out-trips and resident activities involved outside resources
- All campus tours are suspended

We have emergency preparedness and infection prevention and control plans in place. These plans provide detailed instructions for staff on how we address and manage infectious disease outbreaks. Our staff is trained in infection control practices and follows established protocols based on that training. We have experience managing illness outbreaks, such as flu, and have a heightened awareness of the possible risk to our residents posed by viral illnesses, such as flu, norovirus, and COVID-19. We have implemented daily cleaning processes at our community that are part of the emergency plan.

You should know that your loved ones are in good hands, cared for and protected by an outstanding staff. They also understand the undo stress this situation might have on families. That is why we are encouraging you to connect "virtually" to our residents through Skype, FaceTime, or other communication application you might have access. We have a few cell

phones for use throughout our campus and encourage you to speak or email our staff to schedule your calls.

We are always available to answer any questions you might have. Please feel free to call us at any time. We are committed to providing you with information, updated regularly. You can visit our [website](#) for the latest updates.

Sincerely,

A handwritten signature in black ink that reads "David V. Hunter". The signature is written in a cursive style with a large, prominent initial "D".

David V. Hunter
President & CEO
Mary Wade