

# RIVERCOURT RESIDENCES

To our residents and families,

Thank you for your continued patience and understanding as we update our communications based on the Order issued on March 15 from the Commissioner of the Massachusetts Department of Public Health.

Please review carefully the revised visitor restriction guidelines, explained below:

Effective immediately, RiverCourt Residences is following the guidelines from Massachusetts Governor Charles Baker regarding visitation. As such RiverCourt Residences is “restricting visitation (in assisted living) as necessary to protect the health of residents and staff.” This is in accordance with procedures from the Executive Office of Elder Affairs, published in the Governor’s State of Emergency declaration.

## No Visitors Permitted in Assisted Living to Safeguard Health and Safety

Effective immediately, RiverCourt Residences is following the guidelines from Massachusetts Health and Human Services Secretary Marylou Sudders in accordance with the Executive Office of Elder Affairs (EOEA) stating that “All assisted living facilities, nursing facilities, and rest homes are to ban visitors to protect the health of residents and staff,” with exceptions for active end-of-life care.

RiverCourt Residences has begun immediately to comply with this mandate. In spite of these measures taken for the safety and well-being of our residents, we assure you that we will continue to provide your loved one with opportunities for companionship and deliver compassionate care. We have available opportunities for virtual visits for families and for your loved ones via Skype and via FaceTime to boost residents’ and families’ spirits.

If you typically deliver supplies, groceries and medications to your loved one, you may still drop them off at our main entrance (on the bench) and call the concierge to notify them. Please bring a sufficient quantity for a two-week time span, in the event that you or the Community is placed in quarantine.

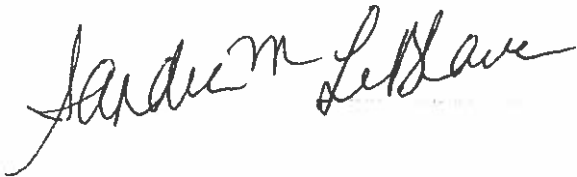
All essential, medically necessary visitors including physicians, nurse practitioners, hospice agency personnel, private home health aides and visiting nurses are health-screened for symptoms of fever, or other respiratory illness, just as we continue to screen our own staff each time they enter the Community to work a shift. We are taking temperatures and ensuring that any team member who does not meet our safety guidelines is asked to return home. Anyone exhibiting symptoms of illness will not be permitted to continue past the main entrance at RiverCourt Residences.

Also, per the Governor Baker Order Prohibiting Gatherings of More than 25 People and On-Premises Consumption of Food and Drink, dated March 15, 2020, RiverCourt Residences shall not permit consumption of meals in the main dining room. Breakfast, Lunch and Dinner will be served to residents in the safety and comfort of their apartment homes until further notice.

Our wellness nurses have asked that families provide a 30-day supply of medications boxes, and that you deposit them on the bench at the main entrance, in a bag with the resident's name on it. Please promptly notify the concierge.

If you have any questions or concerns, don't hesitate to contact me or Ms. Kim Landi, Resident Care Director.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew M. LeBlanc". The signature is fluid and cursive, written over a faint horizontal line.

Executive Director