

Dear BNRC Friends and Family,

As news of the Coronavirus (COVID-19) outbreak continues to evolve, we want to share with you the steps that BNRC is taking to help ensure the health and safety of its staff, visitors, and residents. We are closely monitoring the Coronavirus (COVID-19) situation and are taking action based on guidance from public health experts. This is, as we are all aware, an evolving and unprecedented situation.

BNRC has increased its safety protocols, including the frequency and intensity of its sanitation and disinfection efforts across the facility. High-contact surfaces such as door handles, elevator buttons, railings, and restrooms are being cleaned thoroughly multiple times per day. We have placed signage encouraging enhanced personal hygiene and sanitary precautions around the facility. Our staff is discouraged from travel to high-risk locations, and they are advised not to come to work if feeling unwell, or if they have come into possible contact with a COVID-19 carrier. We will continue to refine the protocol as necessary.

As part of our enhanced safety precautions and in compliance with instructions that we have received from government agencies, we are limiting all visitors to BNRC to medically necessary personnel and family members whose loved ones are at end of life. For the foreseeable future, all outside entertainers, group events, holiday events and special events at our facility are canceled.

If you are considering a visit to BNRC to comfort a loved one, we encourage you to use your best judgment when planning your visit to protect the health of your loved ones and those who care for them. If you are feeling unwell, *please stay home*. All visitors will be required to complete a health questionnaire and screening prior to their visit. We cannot permit access to our facility if you are showing any sign of illness, have recently traveled anywhere that has a high rate of infection, or if you have been in contact with anyone suspected of being a COVID-19 carrier.

Our priority is the health and safety of our residents, your loved ones. It is our hope that these steps will help contribute to the sustained good health of your loved ones, and that you can rest assured of our commitment to that purpose. We appreciate your continued support and patience during this difficult time.

Kind regards,

John M. Turcotte

CEO/Owner of Bedford Nursing and Rehabilitation Center