

April 29, 2020

Dear families and friends of Bedford Nursing & Rehabilitation Center,

I wanted to take this opportunity to reach out and introduce myself to all of you as the new Administrator at BNRC. My first day was on April 9, and I have already had the pleasure to personally meet with most of our wonderful residents. I look forward to the opportunity of meeting all of you as well.

I came to BNRC because this is a remarkable facility with an outstanding reputation in the state of New Hampshire. That reputation was earned through the dedication, hard work and commitment of BNRC's remarkably talented team of line staff, managers and support personnel. They are all here because they are passionate about what they do and the care that they provide to our residents. I am proud to have been selected to assume a leadership role with this team.

It is an honor and an opportunity that I do not take lightly. Over the past several years, BNRC has made great progress in the quality of service that it provides to its residents. Most recently, this progress was recognized by the Center for Medicare Services by awarding BNRC with a 5-Star Overall Quality Rating, which is the highest available. This designation speaks volumes, because, though it is much sought after in the long term care industry, it is rarely achieved. It is a comprehensive measure reflecting all aspects of nursing home operation, including quality of care, resident satisfaction, clinical outcomes, compliance with health and safety regulations, and staffing levels. It is reflective of a very complex and involved process that requires successful clinical outcomes, diligent attention to details and constant hard work.

This is a great success story for BNRC, particularly in light of where this facility was when the current ownership took over just 5 short years ago. However, we are hungry to build on this success and to continue to improve the life experience and quality of care of our residents. This is where I feel that I can make a difference. As BNRC did with its current innovative programming, such as "Quality Assurance, Performance Improvement" and "Music and Memory", we will continue to be an industry leader in innovative programming, treatment methods and facility improvements. I am committed to working hard to earn your trust and to give you peace of mind knowing that the BNRC team will continue to provide your loved one with the very best care available anywhere.

We are going through an unprecedented time right now: COVID-19 has affected all of us in our daily lives. We have been lucky, and, so far, we have had no COVID-19 infections at BNRC. However, the extensive safety precautions that we have had to implement in order to keep this terrible virus from entering our building have a direct impact on the lives of our residents. As you know, we have ended all group activities, including communal dining, and we have prohibited all non-essential individuals from entering the building. Unfortunately, this includes the family members of our residents. In order to reduce the impact of these restrictions, some of our families have engaged in pre-arranged "Window Visits", we have tablets available for video chats, and care packages for residents are always welcome.

Please do not hesitate to reach out to me personally to let me know if there is anything that we can do to ease the burden of separation for you or your resident family member.

Please know that we have also developed a comprehensive action plan which will immediately go into effect if an infection does appear within the facility. The objective of this plan will be to care for those individuals that are infected, while protecting the remainder of our population and limiting the spread of the infection to the best of our ability. In the unfortunate event that an infection does occur within the facility, we will notify you immediately.

We are devoted to the care and safety of your loved ones, and we are committed to that responsibility. We are looking forward to the day when we can open our facility back up to visitors and families, and we can all reclaim a sense of normalcy in our lives. Until that time, please stay healthy and please do not hesitate to contact me with any questions, concerns or comments.

Sincerely,

Jeff Miller