August 8/28/2020

Dear Family Member,

Our policies and procedures are changing day-to-day so please read the information below very carefully. We are working hard to create a phased approach to re-opening in a careful, well thought out manner. If you have any further questions please call 978-369-5155 or email info@newburycourt.org.

Coronavirus Update:
- Campus Covid Update – no noteworthy changes.
- Covid 19-MA – 7-day positive test rate at 1%, 3 day average of Covid in hospital 339, 3 day average of Covid deaths 19
- R rating – 0.93, continue to be in the green

Newbury Court Updates:
- I hope everyone is taking advantage of the outside programs
- Anthony and his team have been busy retrofitting of HVAC systems. That work will continue to for about another week
- Recycling - If you want to recycle batteries, lightbulbs, or printer ink cartridges you can bring them to the front desk.
- Elevator 3 is down for the weekend. It should be back in service sometime Monday, after the state inspects it.
- Outdoor Dining - Sanford will be replacing the big tables outside with smaller tables so diners won’t need to be as far apart.

Spiritual Life
We know that some of you may already be very familiar with the guidelines for outdoor spiritual life programming because you’ve been attending our programs the last few weeks! To those of you who haven’t come and are thinking about it – or had no idea we were hosting programs outside – here are our guidelines for safe, friendly and spiritually enriching outdoor programs with our department. We hope to see you in the days ahead, while we still have good weather to gather together outside!

See attached Guidelines for Outdoor Programming – Spiritual Life
Resident Health Services

- We have been working with local pharmacies to have offer flu vaccine to all residents & staff. There will be at least 10 flu clinics starting in October through November. More info on dates will come as soon as these are set.
- Our staff are here to help if you need help getting to any programs.

See attached Resilience in Time of Covid-19

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 every weekday morning at 10am, Beth, or other staff will give an update each day.

Concierge is available 24/7 if you have questions or need anything!

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
Department of Spiritual Life

OUTDOOR PROGRAMMING!

- We hope you’ll join us for Spiritual Life programs throughout the week. We’ll be using the Great Lawn Tent at the rear of the chapel building (near the river observation area.)
  
  *Check out the “Chapel Extended” in the Sunday Bulletin, or the Newbury Court Programs Calendar, or use your Newbury Court app and tap on “Programs” to see what’s on the schedule!*

- We’ll have space for **10 residents at each program** – please RSVP with a phone call or email to Sarah or Kristin.
  
  *If you use an assistive device (scooter, walker, cane, wheelchair) or have balance issues, please keep in mind that the lawn is uneven and can be difficult to traverse.*
  
  *If someone from Resident Health Services helps you get to programs, make sure they know the start and end time for the program you’re attending.*

- Plan to get to the tent about **five minutes before** the start time. Make sure you’re **wearing a mask** and **use the hand sanitizer** provided at the entrance.

- If your heart is so moved, grab a disinfecting wipe and help the chaplain (or program facilitator) wipe down the seating area before the program begins.

- If you arrive with a caregiver, he or she can sit anywhere outside the tent as long as they’re still within eyesight and observe social distance guidelines.

- Of course, during the **whole time** we’re together, we’ll all **wear our masks**.

- Finally, we’ll wipe down the seating areas with disinfecting wipes after the program ends. Again, you’re welcome to help! And before you leave the tent, please use some hand sanitizer.

- We whole-heartedly support some chit-chat and catching up after a program has ended; just do so **outside of the tent area, with your masks still on** and **six-feet apart** so that other programs can set-up and begin.

  *We’re **really** looking forward to being with you!* 😊
Resilience in the Time of COVID 19:

RESILIENCE

- What is resilience?
  - The process of adjusting well in the face of adversity, trauma, threats, or significant sources of stress
  - A “bouncing back” from these difficult experiences
  - May also result in profound growth

Sources of Stress from COVID-19

- "An unpleasant state of emotional and physiological arousal that people experience in situations that they perceive as dangerous or threatening to their well-being."
- **Sources**
  - (A) catastrophic events
  - (B) major life changes
  - (C) daily hassles
- **COVID-19 encompasses ALL THREE**

- **catastrophic event**
  - global pandemic
- **major life changes**
  - university going online, moving, relationship changes (e.g., LDR), financial difficulties, illness etc.
- **daily hassles**
  - social distancing, difficult living arrangements, normal activities disrupted, balancing work and family/children etc.
Resilient Strategies

- Seeking emotional support
  - Can I get comfort or understanding from someone?

- Exercise
  - Can I be creative so I can still get exercise?

- Positive reappraisal or reframing
  - Can I look for something good in what’s happening?

- Positive self-talk
  - “I can get through this.”

- Active coping
  - What action can I take to make the situation better?

- Planning
  - Can I create a strategy for what to do next?

- Seeking instrumental social support
  - Can I get help or advice from someone?
Resources for Resilience

- American Counseling Association Covid19 Resources
  https://ct.counseling.org/2020/03/covid-19-update-and-resources/
- American Psychological Association Covid19 Resources
  https://www.apa.org/topics/covid-19
- Center for Childhood Resilience
  https://childhoodresilience.org/resources-1
- International Society for Traumatic Stress Studies
  https://istss.org/public-resources/covid-19-resources
- Mindfulness and Meditation apps

SOME OF THE MANY SERVICES WE PROVIDE INCLUDE:

- Personal care
- Light housekeeping
- Bathing
- Meal preparation with attention to proper nutrition
- Medication management & assistance
- Transportation – shopping, errands, doctor's appointments
- Managing your home environment
- Companionship to keep you active and engaged
- Available 24 hours a day, 7 days a week

START STRESS-FREE CARE AT HOME TODAY.
CALL US AT 978-402-8620
OR VISIT WWW.NEDEACONESS.ORG
Dear Family Member,

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Coronavirus Update:
- **Campus Covid Update** – no Covid cases known to us on campus.
- **Covid 19-MA** – 7 day positive test rate is 1.1%, 3 day average of covid cases in hospitals is 317, 3 day average of deaths is 13
- **R Factor** - 0.92%

Newbury Court Updates:
- **Concerts** - Bravo to Jessie and Jill for the wonderful concert yesterday. It was a beautiful set up with beautiful music and it was so great to see everyone even from afar.
- **Visitor Tents** - Visits continue to be popular and ongoing. Please take advantage of that especially while the weather is good. We have a few reminders for visitors
  - Please make sure to make an appointment ahead of time.
  - All visitors must be screened before sitting down under the tent.
  - Last minute meetings can happen but please make sure to check in with us first before going to sit down at the tent.
- **Name Tags** - I’ve seen a lot more name tags this week, thank you! Please remember that wearing your name tag is extremely helpful.
- **Mail** – The mail room has been open for over a week now. We’ve noticed a few things since then.
  - Some people have not been picking up their mail often which has caused their mail boxes to be full. If you are choosing to get your own mail, please try to do it at least every other day or so.
If you have chosen to continue to have your mail delivered to your suite please be sure that the front desk knows this. We need to keep a list to know who it is being delivered to.

- We continue to work on program ideas, re-openings, access to more of the amenities we have here at Newbury Court safely and in good health. It does take time to come up with procedures and best practices and make sure they are fair for everyone.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

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Concierge is available 24/7 if you have questions or need anything!

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
August 8/17/2020

Dear Family Member,

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Coronavirus Update:

- **Campus Covid Update – No new updates.**
- **Covid 19-MA** – 7 day positive test rate is 1.1%, 3 day average of covid cases in hospitals is 317, 3 day average of deaths is 13
- **R Factor** - 0.92%
- **Covid 19-MA** – Continue to be excellent, indicators as of yesterday all continue to look good. # day positive average is 1.4%, # day average of patients in the hospital is 3.82%, 3-day average of deaths is 14. We are now in a positive trend in most indicators
- **R rating** – Mass is now second from the best in the country in terms of transmission at 0.83. If this continues the virus will die out. This means the reopening of the state has not negatively impacted us

Newbury Court Updates:

- Ready to announce reopening of another service, our very first indoor service. Inside masked or unmasked is less safe than anything outside.
- **Mailroom** – The mailrooms in the North and South will open today. With the following guidelines:
  - Be sure there is not a crowd there of people waiting for their mail. The mail rooms have always been a place to socialize. We are asking that you strictly use it to pick up your mail.
  - Only one person should be inside the mail room at a given time. The North especially has no ability to social distance.
  - You will see markers on the floor that show 6 ft. distances. We’ve done this in both the corridors leading to the mail rooms.
We ask that only two people waiting in line for the mail room at a time. If you get there and see two people waiting please come back another time.

When you get into the mail room you will see installed on both walls, hand sanitizers. Please sanitize on your way in, grab your mail and leave right away sanitizing your hands on your way out. Please sort your mail in your suite.

Hours of operation: 8:30 pm to 1:30 pm the next day.

The mail person delivers the mail between 1:30 & 3 and we do not want them in there with any residents. The dinner crowd comes through between 4 & 5 with dinner prep as well. Please wait until 8:30 to retrieve your mail. 1:30 to 8:30 pm the mail room will be off limits.

We will continue to watch and see how this goes.

If anyone is still uncomfortable with coming out to retrieve your mail, we are glad to continue to deliver your mail to your suite. You just need to call the concierge desk and request that.

• Reminder on a reopening that has gone really well. The outdoor concert on Friday was a big attraction. Many people came down without a reservation, socially distanced. Please only come down to a concert if you have made a reservation with programs. We can’t comfortably allow additional people to come down at this time. You are welcome to listen from a balcony if you can.

• Jessie and Jill will come up with some way to ensure it’s not the same 10 people who reserve these concerts

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August 8/10/2020

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Coronavirus Update:
- Campus Covid Update - The numbers are the same as last week; no changes since our positive test for staff person in Rivercrest. 3 Newbury Court residents were in contact with this staff person 2 weeks ago and all 3 have since tested negative. In addition, all staff and residents at Rivercrest were tested and all tested negative.
- Covid 19-MA – 1.97 positive test rate is down; 394 hospitalized is 3-day average; 13 deaths are 3-day average up from 11, 3 days ago. Rt factor is 1.01, down in comparison to other states. We are “inching” towards green category.

Newbury Court Updates:
- The Gardens - Community dining (for lunch) will start on Wednesday. The altered, enhanced air flow allows for safety. There will be plenty of space for residents to dine with appropriate social distancing.
- Rivercrest - We anticipate community dining to commence shortly. Meanwhile we are planning to remove the wall separating the new addition from our current space.
- Quality of Life - is our focus in offering higher and lower risk options for socializing.
- Thank you - We received many email messages thanking us for keeping residents safe!
- Safety - We have an elevated responsibility to keep ourselves and each other safe during this pandemic time period. As we look to next year, we hope we can turn our focus away from Covid-19 and
towards our sense of purpose as a community as we safely “turn the page” together.

- **Outdoor Dining** - due to this trend we are comfortable offering outdoor dining starting this Wednesday, August 12. Our venue is “Terrace at Newbury Court”.
- **Brown bags** - please place your brown bag meal trash outside your door in the morning, not the night before; we want to minimize the risk of animal pests discovering them.
- **Furniture placement** - you will notice furniture placement changes on the terrace. Please remember to keep a 6 ft. distance from others, unless you are part of a POD.
- **Full PPE** - is now required for anyone going to a suite; this includes family caregivers, vendors, comcast, etc. Please respect this.

**Outdoor Dining Guidelines:**

The Terrace at Newbury Court will open for reservation on: **Tuesday, August 11th**

**The daily dinner menu process will not change.**

The Terrace will be open to residents who made reservations 1 day in advance of their desired date.

- Reservations will be accepted from 11am – 3pm for the following dining day.
  - Example: Call on Tuesday for Wednesday reservations, call on Thursday for a Friday reservations.
  - “Day of” reservations will not be permitted as all seats are pre-assigned.
- Only 60 seats are available each day – reservations will be taken on a week by week basis.
  - Reservations may be no greater than 4 residents per table.
  - Presently, residents may only dine outdoors one night per week. If demand is low, then a second time is possible and reservations will be on a first come first served basis.
  - Once a reservation is confirmed, only cancellations will be permitted.

**The Terrace will be open Monday thru Friday; 5pm – 7:45pm with two 75-minute dining periods.**
• 5pm Seating (30 seats): Pre-arranged “POD” reservations will sit at their assigned table at 5pm.
  • Upon arrival you will find your pre-ordered dinner and beverage at your assigned table.
  • Period 1 Dining ends promptly at 6:15pm and The Terrace must be cleared to allow staff to clean and sanitize for the arrival of 6:30pm diners.
• 6:30pm Seating (30 seats): Reservation Only, Non-POD Diners will sit at their assigned table at 6:30pm
  • Upon arrival you will find your pre-ordered bag at your assigned table.
  • 6:30pm Dining ends promptly at 7:45pm and The Terrace must be cleared to allow staff to clean & sanitize for the next day.

**The Terrace will not provide any table service other than your pre-ordered delivery dinner bag.**

• Residents are encouraged to make their own dining experience pleasurable, order what you need!
  • Outdoor Dining Bags will be provided with plastic cutlery, napkins and to-go salt & pepper.
  • Anything left behind will be thrown away – so please be sure to take your items with you.

**Inclement weather reports will be updated daily and closures will be decided by 2pm each day.**

• If your reservation is cancelled for inclement weather your dining date will be pushed to the next day.

**For Reservations Call: 978 – 402 – 8126**

**Pod Guidelines**

We encourage PODS for dining and other social activities.

**Newbury Court definition of a Covid pod: A group of four independent living residents who choose to minimize their risk of exposure to Covid by limiting the number of people with whom they interact for higher risk activities.**

• Residents who want to form a pod can do so by approaching others who they trust to abide by the following pod rules:
• one person notify Alex Bishop by email (abishop@newburycourt.org) with the names of the four pod members; and promptly notify her if anyone drops out
• only eat /drink (without a mask) with other pod members
• notify Alex of any travel plans
• notify Ellen Reusch (ereusch@newburycourt.org) of any hospitalizations, Emergency Department visits, symptoms of Covid19, or exposure to anyone with Covid19 confirmed by a test or suspected of having Covid 19
• stay inside with no contact with anyone except a spouse/housemate if any pod member is quarantined
  • Residents who would like some assistance with help finding a pod should email Alex Bishop.
  • Residents can only belong to one pod because the point is to minimize contacts during higher risk activities.
  • Residents may socialize outdoors with anyone in or out of their pod.

Q & A about Pods at Newbury Court

• **What are the benefits of joining one?**
  • Members can reduce their risk of exposure to Covid19 while expanding their options for socializing and activities.
  • Initially, pod members will be able to socialize in each other's homes, including sharing a meal or drinks, if they choose. Later on, when communal dining and indoor activities begin, they can participate in those with less concern about exposure, the risk of which does increase when one is inside or mask less.
• **Who can join?**
  • Any resident who wants to join can approach others and plan to form a four or five-person pod. No one has to join and no one will be "assigned" to a pod. This is strictly voluntary and resident-driven.
• **Is there any downside to joining?**
  • If one member of the pod has to quarantine (stay in his/her home for two weeks) because of a known exposure, a hospitalization or emergency department visit, travel to a state not on Newbury Court's approved list of states with low Covid case counts, or for some other reason, everyone in the pod also has to quarantine.
• **Do people living together have to join the same pod?**
- Yes, because they are constantly exposed to each other.
- **Can someone join more than one pod?**
  - No, because that would defeat the purpose of limiting possible exposure while participating in a riskier activity such as indoor socializing.
- **Will there be pods for different activities, such as the pottery studio or the fitness studio?**
  - No, for the same reason as above.
- **Will people who don't join a pod be able to participate in communal dining and other indoor activities?**
  - Yes. The difference is that they will have a higher risk of exposure because they may do those things with more than the same four or five people every time.
- **Won't this limit who I see/spend time with?**
  - It doesn't have to. You are currently free to meet outside with anyone (in or out of your pod). Membership in a pod only mandates that you do higher risk things (like dining) with pod members.
- **What if I have more questions or am having trouble deciding whether or not to join a pod?**
  - You can email Ellen Levinson at elevinson@newburycourt.org.

**Final message from Ellen**-Now that our numbers are fairly stable, now is the time to take care of preventative care; doctor’s offices are relatively safe right now, with pre-cautions in place.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
June 6/19/2020

Dear Residents & Families,

Our policies and procedures are changing day-to-day so please read the information below very carefully. We are working hard to create a phased approach to re-opening in a careful, well thought out manner. If you have any further questions please call 978-369-5155 or email info@newburycourt.org.

Coronavirus Update:
- MA 101,853 cases as of today; 199 new cases
- 2.3% positive test rate in MA
- 1,000 in hospital in MA
- 28 total deaths yesterday
- Good news: Covid activity and trends moving in positive direction.
- More tests being done and with faster results. Progress continues
- We continue to have no known Covid-19 cases. We turn our focus to getting outside and getting healthy. Exercise will strengthen your cardio system—a good preventative measure. Please remember to keep wearing masks and keep a 6 ft. distance.

Resident – Resident Visit Guidelines
As with all reopening guidelines, the goal is to find the best balance between a return to normal lives and protection against a possible return of Covid19 to the campus. Toward these ends, residents may spontaneously visit with one another outside but are encouraged to observe the following safeguards:
1. Residents will remain masked at all times.
2. There will be tables and chairs set up on the South patio and the North parking area to remind people of the need to social distance. The benches at the North and South Entrance doors can also be used by two people sitting across from each other. One bench should not be used by more than one resident because they do not allow space for social distancing.
3. There will be signs with reminders on each table about not moving chairs closer.
4. Wipes will be left on each table to encourage residents to disinfect surfaces when they arrive.
5. Housekeeping will disinfect the furniture at the end of each day.

Please tune in to channel 918 on Monday, Wednesday and Friday at 10 am for an update.

Please watch Channel 919 for the daily schedule, or look on the Newbury Court App!

Concierge is available 24/7 if you have questions or need anything!

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June 6/2/2020

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With Memorial Day behind us and wonderful weather the norm lately, I’m sure many of you are planning time away from campus. While we are thrilled for everyone who will have a much-needed,

Below is the procedure for departures and returns to campus, which we developed in light of the continuing threat of Covid19, which, clearly will be with us throughout the summer. Please let me or Ellen Levinson know if you have any questions.

Thank you in advance for doing your part to help keep everyone living and working here healthy.

ONCE YOUR TRAVEL PLANS ARE FINALIZED:
Contact Concierge with the dates, destination, and your contact information there in case we need to reach you.
Contact us if any of your plans change during your trip.

WHEN YOU RETURN:
If any of the following apply to your time away, you may be asked to quarantine in your suite for 14 days: (The guidelines for doing so are attached.)

- any time spent in public places where there are 5 or more people present.
- any time spent in a home where there are 5 or more people present.
- any contact with someone who was not wearing a mask in public and practicing social distancing
• travel by plane, train, bus, or rental car
• Staying at a hotel, campsite, or other public accommodations.
• exposure to anyone with Covid19 or the following symptoms: fever, chills, muscle aches, sore throat, difficulty breathing, cough, nausea, diarrhea, loss of smell or taste

As soon as you return, please enter the lobby, a staff member will take your temperature and screen you for symptoms of Covid19. Depending on the circumstances of your trip, you may be asked to be tested for Covid 19, or monitored for symptoms for 14 days.

Thanks in advance for helping us contain this pandemic. I hope you have a wonderful trip.

Best,
Beth Winn

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NEWBURY COURT COVID19 QUARANTINE REQUIREMENTS

To protect the health of all residents in the Newbury Court community, the following procedures must be followed by all residents on quarantine for Covid19 related exposures.

This policy applies to the following residents:

- Those who have tested COVID Positive and have yet to receive two Negative tests, which our staff administer or arrange
- Those who have potentially been exposed to a COVID Positive individual in any setting.
- Those who have returned to Newbury Court from a hospitalization or ER visit.
- Those who have returned to campus after travel, based on the Newbury Court Vacation Guidelines.

These residents are required to:

1. **Self-isolate/quarantine in their suite, 24/7 for a 14-day period,** and
2. Permit **No Visitors,** to their suite, with the exception of home care aides and clinicians pre-authorized by Resident Health Services during this isolation period.

Important guidelines:

1. If quarantined residents need anything not available in their suites, the concierge should be called for assistance.

2. If there is a need to leave the suite for a medical appointment, this should be arranged in advance with Resident Health Services so that appropriate safety measures can be put in place for entrance to and exit from the building.

3. Resident Health Services will arrange for the required tests as needed by the determination of clinical staff.

If there are any questions about quarantine procedures, they should be directed to Resident Health Services at 978 402-8134.

I have read, understand, and will abide by the above procedure.

________________________________________________  ________________
Resident                                                                             Date

Thank you for doing what you can to keep your neighbors and our staff safe.
April 4/21/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 4/21, there are 39,643 confirmed cases of Coronavirus in the State of Massachusetts, 9,253 in Middlesex County. Visit Mass.gov website for the latest and most extensive Covid-19 information.

Newbury Court Updates:
• Today we have a meeting with the Medical Director and Dept. for Public Health to stay in touch with the experts.
• Additional instructions for infection control and ways to exercise will be forthcoming.
• The virus can come on quickly and suddenly. Please continue to monitor your symptoms (including GI issues, loss of appetite and skin bruising – a new known symptom). Contact Resident Health Services or your PCP (Primary Care Physician) to report symptoms.
• Calls - Staff and residents have been reaching out to Newbury Court residents to say “hello”, check in, chat, etc. You will soon be receiving calls from Resident Health Services asking questions about your well-being and any symptoms. Please respond accordingly.
• Groceries - The Great Room store is a huge success! 80 orders have been fulfilled since Friday. The store allows for ease of shopping and it minimizes staff exposure in stores. A reminder
that Wednesdays are shopping days for specialty items. Please, however, use our store as much as possible. Verrill Farm offers call-in or online ordering with credit card and staff can pick up your orders.

- **Prescriptions** - CVS now offers delivery for prescriptions. Call CVS for instructions on ordering.
- We now have an email account for grocery orders. groceries@newburycourt.org
- This email can be used for orders both at The Newbury Court Store and stores off campus. The team will fulfill your orders.
- **Reminder**: Please stay inside your apartment at all times. We understand how difficult this request is, but it is necessary to reduce risk of exposure. A few residents have ventured out and in fairness to other residents and staff please stay in place for now.

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April 4/20/2020

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Coronavirus Update:
As of 4/20, there are 38,077 confirmed cases of Coronavirus in the State of Massachusetts, 8,737 in Middlesex County.

Newbury Court Updates:
• We understand how difficult this is for all of you; we need to have everyone continue to stay in your apartment especially as we deal with the surge in Massachusetts. Several of you have been asking when this will change; it is a day by day situation.
• Groceries - We are adding products to the store and will update the inventory list accordingly. We’ll provide an updated list and include instructions for ordering items. Complete the form and place under your mail basket. Please let the desk know you have a new order and/or your suggestions or problems with your order.
• Prescriptions - CVS now offers delivery for prescriptions. Call CVS for instructions on ordering.
• We now have an email account for grocery orders. groceries@newburycourt.org
This email can be used for orders both at The Newbury Court Store and stores off campus. Wednesday’s we will be shopping for specialty items. We’ll announce ahead of time the stores we’ll be purchasing items at for each Wednesday.

- Some stores offer delivery (typically there is a wait time) but curbside pick-up is another option. Stores in the area include Roche Bros., Stop & Shop, Debra’s Gourmet, Walmart & Crosby’s, if you place a curbside order our staff will pick it up for you.

- We encourage use of our Newbury Court Store!

- **Trash** - Please put your trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Please do not leave trash outside your door at any other time. Do not put the trash out the night before, please wait until the morning. If you have an urgent trash issue between pickups please call Concierge.

- **Laundry** – Please place sheets & towels in your laundry bag and place outside your door. At this time, laundry pick-up will occur on a daily basis, not just on your housekeeping day. The laundry rooms in the North are closed and should not be used by any residents. For those of you that do not have washing machines in your apartment you will be contacted by staff soon with a plan to handle your laundry.

- **Mail** - Your mail will be delivered to your suites into a plastic bin that we will provide. Your outgoing mail should be left in the bin for pick up. This includes internal mail like your Newbury Court bill. We are still fine tuning and training staff on these procedures so please have patience as we iron out the wrinkles.

- **Housekeeping** - All housekeeping has been suspended except for emergencies.

- **Maintenance** is available for emergencies only, please call Concierge for assistance.
• **Jill Crowley** – Jill is still getting your photos! Tune in to Channel 919 to take a look!

• **iPads** are available for you to borrow if you would like to “face time” with your family. Please let us know when you would like to use them.

**Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.**

Please tune in to channel 918 *every weekday* morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
April 4/17/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 4/16, there are 32,181 confirmed cases of Coronavirus in the State of Massachusetts 7,206 in Middlesex County.

Newbury Court Updates:
• **Groceries**- Employees have put together our Newbury Court Grocery Store in the Great Room. They have put systems in place and will be adding more items. The inventory list can be found on your shelf outside your apartment.
• There will be a BJ’s run today. Our store will feature local businesses such as Nashoba Bakery (bread), NE Olive Oil Co. and a farm for fresh eggs.
• We now have an email account for grocery orders. groceries@newburycourt.org
• This email can be used for orders both at The Newbury Court Store and stores off campus. The team will fulfill your orders. Wednesday’s we will be shopping for specialty items. We’ll announce ahead of time the stores we’ll be going to each Wednesday.
• Some stores offer delivery (typically there is a long wait time) but curbside pick-up is another option. Stores in the area include Roche Bros., Stop & Shop, Debra’s Gourmet, & Crosby’s. If you are able to arrange a curbside pick-up we can send staff to pick it up, however we encourage use of the Newbury Court store. These prices are reasonable and it reduces exposure to staff in and out of the stores.

• Again, a reminder to monitor any symptoms you may have and let Resident Health Services or Concierge know if you are concerned. If you do not have a thermometer, let us know and we may be able to provide one for you.

• Weekend coverage: there will always be a manager on duty both Saturdays and Sundays. Last weekend Beth Winn, Ellen Reusch, & Vinnie Dinsmore provided coverage. Anthony Dichio and Vinnie will be here this weekend. Please know that you can contact us 24/7 if needed.

• Thank you to IT; Norm, Netto & Frank for all your technology support.

• Trash - Please put your trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Please do not leave trash outside your door at any other time. Do not put the trash out the night before, please wait until the morning. If you have an urgent trash issue between pickups please call Concierge.

• Laundry – Please place sheets & towels in your laundry bag and place outside your door. At this time, laundry pick-up will occur on a daily basis, not just on your housekeeping day. The laundry rooms in the North are closed and should not be used by any residents. For those of you that do not have washing machines in your apartment you will be contacted by staff soon with a plan to handle your laundry.

• Mail - Your mail will be delivered to your suites into a plastic bin that we will provide. Your outgoing mail should be left in the bin for pick up. This includes internal mail like your
Newbury Court bill. We are still fine tuning and training staff on these procedures so please have patience as we iron out the wrinkles.

- **Housekeeping** - All housekeeping has been suspended except for emergencies.
- **Maintenance** is available for emergencies only, please call Concierge for assistance.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

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Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
April 4/16/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 4/16, there are 29,918 confirmed cases of Coronavirus in the State of Massachusetts 6,681 in Middlesex County.

Newbury Court Updates:
• Thanks for the cards, notes, & emails expressing your gratitude and support. Families have also reached out and these communications are very much appreciated.
• Groceries - We will only be receiving full grocery requests until Friday, at 11AM. After that, only the Newbury Court store items will be dispensed on a day-to-day basis. We have a fully stocked store in the Great Room full of items refrigerated and non-perishable.
• You will receive a list (in tonight’s mail) with all products we are carrying at the NC store – the list will contain pricing. Please know that prices may change, as well as availability of items. We will be adding products on a weekly basis, and a new list may be distributed.
• Residents should call the desk and tell them what they need from that list. Then concierge will have them delivered to your door. Charges will go into your next month’s bill.
• Once a week – Wednesday – we will be going to a couple of stores to retrieve the other specific items. We will let you know what stores ahead of time so you can cater your list to those locations.
• Please make sure your list for specific products are submitted before 11AM on Wednesdays, with your credit card for payment. You can submit the list at any time, but shopping will happen on Wednesdays only.
• Medication at CVS will be picked up as needed, but we encourage residents to consider having meds transferred to West Concord pharmacy because they deliver prescriptions and all other products that they sell.
• We are able to pick up curbside orders from Debra’s Gourmet in West Concord. Contact Debra’s directly to place an order and then contact Concierge to schedule pick up. 978-341-7573 or debrasnaturalgourmet.com
• Trash - Please put your trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Please do not leave trash outside your door at any other time. Do not put the trash out the night before, please wait until the morning. If you have an urgent trash issue between pickups please call Concierge.
• Laundry – Please place sheets & towels in your laundry bag and place outside your door. At this time, laundry pick-up will occur on a daily basis, not just on your housekeeping day. The laundry rooms in the North are closed and should not be used by any residents. **For those of you that do not have washing machines in your apartment you will be contacted by staff with a plan to handle your laundry.**
• Mail - Your mail will be delivered to your suites into a plastic bin that we will provide. Your outgoing mail should be left in the
bin for pick up. This includes internal mail like your Newbury Court bill. We are still fine tuning and training staff on these procedures so please have patience as we iron out the wrinkles.

- **Housekeeping** - All housekeeping has been suspended except for emergencies.
- **Maintenance** is available for emergencies only, please call Concierge for assistance.

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Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

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Coronavirus Update:
As of 4/15, there are 28,163 confirmed cases of Coronavirus in the State of Massachusetts 6254 in Middlesex County.

Newbury Court Updates:
- North desk 8pm to 8am will have no concierge but staff is avail by phone and the red phone is on the counter and calls direct to the south desk.
- If you have compost please contact Vinnie in housekeeping and he will arrange to have it picked up and brought to the NC farm.
- Groceries – Special thanks to Kelsey Bryant, Christine Choate (Marketing) and Amy Capofreddi (Director of Development) who have been shopping and delivering groceries for residents. We are in the process of creating a large “grocery store” with basic items in the Great Room. Our food supplier will be providing these items. The store will be ready in a few days. Once the campus store (Great Room) is up and running, we will distribute an inventory list
for your convenience. We will continue to shop for specialty items. Please think about simplifying your shopping needs.

- **Trash** - Please put your trash and recycling outside your door by **10am on Monday, Wednesday, and Fridays** and it will be picked up by staff. Please do not leave trash outside your door at any other time. Do not put the trash out the night before, please wait until the morning. If you have an urgent trash issue between pickups please call Concierge.

- **Laundry** – Please place sheets & towels in your laundry bag and place outside your door. At this time, laundry pick-up will occur on a daily basis, not just on your housekeeping day. The laundry rooms in the North are closed and should not be used by any residents. For those of you that do not have washing machines in your apartment you will be contacted by staff soon with a plan to handle your laundry.

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- **Housekeeping** – All housekeeping has been suspended except for emergencies.

- **Maintenance** is available for emergencies only, please call Concierge for assistance.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

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Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
April 4/14/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 4/14, there are 26,857 confirmed cases of Coronavirus in the State of Massachusetts 5,983 in Middlesex County.

Newbury Court Updates:
• Groceries – Special thanks to Kelsey Bryant, Christine Choate (Marketing) and Amy Capofreddi (Director of Development) who have been shopping and delivering groceries for residents. We are in the process of creating a large “grocery store” with basic items in the Great Room. Our food supplier will be providing these items. The store will be ready in a few days. Once the campus store (Great Room) is up and running, we will distribute an inventory list for your convenience. We will continue to shop for specialty items. Please think about simplifying your shopping needs.
• Trash – Please put your trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Please do not leave trash outside your door at any other time. Do not put the trash out the
night before, please wait until the morning. If you have an urgent trash issue between pickups please call Concierge.

- **Laundry** – Please place sheets & towels in your laundry bag and place outside your door. At this time, laundry pick-up will occur on a daily basis, not just on your housekeeping day. The laundry rooms in the North are closed and should not be used by any residents. For those of you that do not have washing machines in your apartment you will be contacted by staff soon with a plan to handle your laundry.

- **Mail** – Your mail will be delivered to your suites into a plastic bin that we have provided. Your outgoing mail should be left in the bin for pick up. This includes internal mail like your Newbury Court bill. We are still fine tuning and training staff on these procedures so please have patience as we iron out the wrinkles.

- **Housekeeping** – All housekeeping has been suspended except for emergencies.

- **Maintenance** is available for emergencies only, please call Concierge for assistance.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only
you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
April 4/13/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 4/12, there are 25,475 confirmed cases of Coronavirus in the State of Massachusetts 5,660 in Middlesex County.

Newbury Court Updates:
- **Groceries/Transportation** - The Transportation Department is being asked to stay at home. Because of this we are reorganizing our grocery delivery process so please be patient if there is a delay in your order. We also ask that you please try to keep your shopping list to essential items that you really need to reduce the amount of trips and exposure to our staff. Please remember that Dining Services can deliver lunch and dinner to your door, by utilizing these meals you can reduce the amount of groceries you need.

- **Trash** - Please put your trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Please do not leave trash outside your door at any other time. Do not put the trash out the night before, please wait until the morning. If you have an urgent trash issue between pickups please call Concierge.
• **Laundry Rooms** – The laundry rooms in the North are closed and should not be used by any residents. For those of you that do not have washing machines in your apartment you will be contacted by staff soon with a plan to handle your laundry.

• **Mail** - Your mail will be delivered to your suites into a plastic bin that we will provide. Your outgoing mail should be left in the bin for pick up. This includes internal mail like your Newbury Court bill. We are still fine tuning and training staff on these procedures so please have patience as we iron out the wrinkles.

• **Housekeeping**--All housekeeping has been suspended except for emergencies.

• **Maintenance** is available for emergencies only, please call Concierge for assistance.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
April 4/10/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Important Update from our CEO:
At this time we are asking all residents to stay in their apartments at all times. We know this is a very hard ask but we feel it is essential to keep the virus from spreading. This is difficult for us to ask you to do but it is the right thing to do.

Coronavirus Update
As of 4/10, there are 18,941 confirmed cases of Coronavirus in the State of Massachusetts 4,045 in Middlesex County.

Newbury Court Updates
- **Holiday Weekend** – This is the Passover and Easter week and it is very difficult for all of us because we cannot gather with family and friends. Please do not be tempted to leave and visit with family, we need everyone to comply with staying at home. I will be asking the same of all staff.
- **Trash Rooms** will be closed to residents as of this Friday 4/10. We will ask residents to put their trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Some residents
suggested that you reuse your dinner delivery brown bags to hold your recycling and then leave the bag outside for pick up – what a great idea! If you have an urgent trash issue between pickups please call Concierge.

- **Mail** – Your mail will be delivered to your suites into a plastic bin that we will provide. Your outgoing mail should be left in the bin for pick up. This includes internal mail like your Newbury Court bill.
  - **Dog Walking** – All dogs are being walked by staff.
  - **Housekeeping** – All housekeeping has been suspended except for emergencies.
  - **Maintenance** is available for emergencies only, please call Concierge for assistance.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 *every weekday* morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

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April 4/8/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update
As of 4/8, there are 15,202 confirmed cases of Coronavirus in the State of Massachusetts 3,187 in Middlesex County.

Newbury Court Updates
• Trash Rooms will be closed to residents as of this Friday 4/10. We will ask residents to put their trash and recycling outside your door by 10am on Monday, Wednesday, and Fridays and it will be picked up by staff. Some residents suggested that you reuse your dinner delivery brown bags to hold your recycling and then leave the bag outside for pick up – what a great idea!
• Country Stores – We will be closing the Country Stores to residents starting immediately. If you want something from the stores please call Concierge and they will have items delivered to outside your door and charged to your account.
• Common rooms – A reminder that all Common rooms are closed to residents, this includes the Community Room, Great Room, South Living Room, North Living Room, Chapel, Parlor, etc, etc. The Library is open for one person at a time to take out or return a book only.
• **Patio Chairs** – I apologize that I announced yesterday that we would be putting out a few patio chairs. Our Clinical Leadership Team pointed out to me their concerns about contamination. Unfortunately, there is no way to keep the chairs disinfected after each use and they would promote gathering which goes against social distancing measures. I am sorry to disappoint everyone but this is really the right thing to do. I hope we will be able to enjoy the terrace later this Spring!

• **Staff** – Many of you have asked about staff that has been sent home to reduce exposure in the building, please know that they are all being paid for their regular hours.

• Please watch Channel 919 for the daily schedule, or look on the Newbury Court App!

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

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April 4/7/2020

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Coronavirus Update:
As of 4/7, there are 13,837 confirmed cases of Coronavirus in the State of Massachusetts 2,950 in Middlesex County.

Newbury Court Updates:
• We continue to evaluate ways to increase our Infection Control measures and the Trash Rooms are currently our focus. As we investigate ways to reduce the number of people in and out of the trash rooms please make sure that you are washing your hands before and after entering the trash rooms and use a paper towel, rag, or something to open the doors to the shoot and the doorknobs. We will keep you posted as we determine a better way.

• Patio Chairs – I announced this morning that we would be putting out a few patio chairs, however our Clinical Leadership Team advised me not to do so due to concerns about contamination. Unfortunately, there is no way to keep the chairs disinfected after each use and they would promote gathering which goes against social distancing measures. I am
sorry to disappoint everyone but this is really the right thing to do. I hope we will be able to enjoy the terrace later this Spring!

- **Zoom** - If you are interested in learning how to use Zoom please contact Concierge or Jessie Rodrique and they will connect you with The Wize Guides who will do a telephone tutorial with you. Zoom is a video meeting where you can see multiple callers via video and audio. We also hope to have The Wize Guides do a tutorial on Channel 918 soon.

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Coronavirus Update: As of 4/6, there are 12,500 confirmed cases of Coronavirus in the State of Massachusetts 2,632 in Middlesex County.

Newbury Court Updates:

- All staff are wearing masks for the protection of Residents. We are collecting as many supplies as we can but as you know there are shortages so we have to be very careful how things are distributed. At this time we are not giving residents masks, once we have a stable supply we will evaluate if we can distribute to Residents. If you are staying home you should not need a mask – they are to keep you from spreading germs not protecting you from them so having staff who are leaving campus to go home, etc. wearing the masks makes the most sense.

- Landscapers continue to work outside, they are not entering the building. Please do not approach them, they have been instructed to not have any contact with Residents. If you have a question about what they are doing please contact the Landscape Committee, Clare Gordon is the Chairperson.
• We send out copies of the CCC minutes each weekday to family member via email. If you have a family member who is not receiving these emails please contact Concierge with their email and they will be added to the list.
• Please be aware that the CDC is now advising us that there are people who are carrying COVID-19 who have no symptoms, this means that ANYONE could be a carrier. Please assume that everyone has it so that we all maintain social distancing and stay safe!
• The Surgeon General has advised that this week’s losses due to Coronavirus will be historic, a “Pearl Harbor kind of week.” This just emphasizes how serious this is and how diligent we need to be. If we all participate and cooperate by staying home and taking care of ourselves we can positively impact this situation. Please walk/exercise and drink lots of water!

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April 4/2/2020

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Coronavirus Update:
As of 4/1, there are 7738 confirmed cases of Coronavirus in the State of Massachusetts1582 in Middlesex County.

Newbury Court Updates:
• Resident Health Services will no longer be holding clinics. (i.e. blood pressure) If you need your blood pressure taken or if you have any other concerns please CALL resident health services and we will work to resolve your concern.
• Please stay out of ALL common areas. The Libraries remain open but only to check out or to return books. Please limit the number of residents in the library to one or two while checking out or returning. Please do not use the libraries for reading.
• Residents please do not approach staff or open your doors while food is being delivered. We have all been instructed not to get within six feet of each other, AT LEAST---we know it’s hard—but it’s IMPORTANT.
• Please do not have other residents in your suite—maintaining social distance is the only way that the virus can be contained.
Please continue to check channel 919 for the update of daily programs. We are still broadcasting some programs on channel 918---daily exercise, meditation, some readings, Betsy Moyer’s piano recitals

I’ve heard that some people are using this time to work on that genealogy project they’ve been putting off….what a great idea!

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April 4/1/2020

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Coronavirus Update:
As of 3/31, there are 6620 confirmed cases of Coronavirus in the State of Massachusetts, 1340 in Middlesex County.

Newbury Court Updates
- **April Fools** – I wish this was all an April Fools trick but unfortunately it is not!
- **Social Distancing** – PLEASE STAY A MINIMUM OF 6 FT AWAY FROM OTHERS AT ALL TIMES!!! **Do not share the elevator** with anyone who does not live in the same apartment as you. Stay behind the tape when at the concierge desks.
- **Stay out of common rooms** – All common rooms are closed to residents. Please feel free to walk hallways and take walks outside but please do not go into any common rooms.
- **We are accepting donations of homemade masks** – The Concierge desks have instructions on how to make them. There are several residents already working on them and they are looking for ¼ inch elastic. Even if you are not
interested in making masks, please check your sewing kits to see if you have any elastic that can be donated. Thank you to Patty Fraser and Rita Knapp for donating some already!

- **Terrace Door** – The handicapped opener to the door to the terrace by the south puzzle area is operating again.
- **Screening Desk Procedures** – Temperatures are taken of all visitors and staff at the entrances, and they are asked the following questions –
  - Recent travel outside of MA?
  - Close contact with a person diagnosed w/COVID?
  - Do you work or live with someone with COVID or exposed to COVID?
  - Do you have any of the following symptoms – sneezing, coughing, sore throat, shortness of breath, vomiting or diarrhea, loss of taste or smell?

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 every weekday morning at 10am, Beth, or other staff will give an update each day.

Concierge is available 24/7 if you have questions or need anything!

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/31/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/30, there are 5752 confirmed cases of Coronavirus in the State of Massachusetts, 1141 in Middlesex County. We have no cases on campus.

Newbury Court Update:

- **Town Election** – The Town of Concord has postponed the Annual Town Election to June 11, 2020.
- **Self-Serve Coffee** - As of Tuesday 3/31 there will no longer be self-serve coffee available. If you need coffee we have added instant coffee to the general stores. Instant coffee just needs to be mixed with hot water. If you are unable to get to the Country stores, please call Concierge and they will have it brought to you.
- **Food Delivery Bags** – cannot be re-used due to infection control protocols. Please put them in the recycling bins.
- **We are accepting donations of homemade masks** – The Concierge desks have instructions on how to make them. There are several residents already working on them and they are looking for ¼ inch elastic. Even if you are not interested in making masks, please check your sewing kits to see if you have any elastic that can be donated.
- **Housekeeping** – This week housekeeping will come to your suite to clean your bathroom and kitchen and take your trash. They will not be doing a complete clean.
of the entire suite (no dusting/vacuuming) If you want them to take your dirty linens please have them in the laundry bag for them to take. They will not be stripping and re-making beds this week.

- **Dryer vents** – Please make sure you are emptying the vents in your dryers if you are able to. Housekeeping will check them when they come in to change sheets next week but it is a good idea to clean them yourself if you are able.

- **Wipes, paper towels and other items other than toilet paper** should never be flushed in your toilet. They will clog up our sewer system.

- **Social Distancing** – PLEASE STAY A MINIMUM OF 6 FT AWAY FROM OTHERS AT ALL TIMES!!

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/30, there are 4955 confirmed cases of Coronavirus in the State of Massachusetts, 981 in Middlesex County. We have no cases on campus

Newbury Court Updates
- **Stay Home** – It is ok to walk outside or take a short ride in the car to a conservation area/walking path but please limit your trips and do not go to any public places like stores or gas stations. Also, please avoid riding in the car with someone who does not live in your apartment with you. Riding in the car does not allow you to be 6ft or further from the other passenger. It is ok for family members or visitors to visit you OUTSIDE but please make sure you stay 6ft apart!! Do not for example sit on a bench together.
- **Common Areas**– Please do not use common rooms such as the Great Room, Living Room etc.
- **Self-Serve Coffee** - As of Tuesday 3/31 there will no longer be self-serve coffee available. If you need coffee we have added instant coffee to the general stores. Instant coffee just
needs to be mixed with hot water. If you are unable to get to the Country stores, please call Concierge and they will have it brought to you.

- **Housekeeping** – This week housekeeping will come to your suite to clean your bathroom and kitchen and take your trash. They will not be doing a complete clean of the entire suite (no dusting/vacuuming) If you want them to take your dirty linens please have them in the laundry bag for them to take. They will not be stripping and re-making beds this week.

- **Social Distancing** – PLEASE STAY A MINIMUM OF 6 FT AWAY FROM OTHERS AT ALL TIMES!!!

- **Reminder** - NO VISITORS unless they are providing an essential medical or health related service. Any essential visitors must be approved by Beth Winn prior to their visit. Family members are not allowed unless they are providing essential health related services and have been approved by Beth Winn. Please let your family know this in advance so we do not have to turn them away at the door.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.

**Concierge is available 24/7 if you have questions or need anything!**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/27/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/26, there are 2417 confirmed cases of Coronavirus in the State of Massachusetts, 538 in Middlesex County. We have no cases on campus and 1 case has been reported in Concord according to the Town of Concord Website.

Newbury Court Updates
- **Stay Home – Please don’t go out**, there have been outbreaks in retirement communities in Massachusetts, and at least one case in Concord. The only way we can keep the virus out is to limit our exposure. Every time one of you leave it opens you and your neighbors up to exposure. If you plan to leave campus in the next few days please call Beth today.
- **Grocery Shopping** – When placing grocery orders, please try to order what you will need for a week, not just a day or two so that we can cut down on the number of trips that staff has to make to the stores. Also, please take advantage of the delivered meals from Dining Services to cut down on the amount of groceries that you need. Please call Dining Services or Concierge if you have any questions about delivery of meals.
• **Dining Delivery** – As of today 3/27 dinner and lunch delivery will be left at your door, not brought into your suite as an infection control measure. Please clear off any items on the shelf outside of your suite door in case we need that space to leave beverages, etc. If you need assistance carrying your meal into your suite please let Concierge know.

• **Social Distancing** – PLEASE STAY A MINIMUM OF 6 FT AWAY FROM OTHERS AT ALL TIMES!!!

• **Landscapers** – The Spring cleanup will begin on Monday, once that is complete we will start to put out benches, etc.

• **Coronavirus symptoms update** – The CDC has determined that in addition to cough, fever, and shortness of breath- diarrhea, vomiting, and nausea can also be symptoms. If you experience any of these symptoms please call Resident Health Services ASAP. Concierge can direct you to them.

• **Reminder - NO VISITORS unless they are providing an essential medical or health related service.** Any essential visitors must be approved by Beth Winn prior to their visit. Family members are not allowed unless they are providing essential health related services and have been approved by Beth Winn. Please let your family know this in advance so we do not have to turn them away at the door.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

**Channel 918 Weekend Schedule:**

**Saturday** – 2:00 pm The Great Courses: The Great Trials of World History, lectures 13 and 14

**Sunday** – 3:00 pm Movie – Barefoot in the Park

Please tune in to channel 918 **every weekday** morning at 10am, Beth, or other staff will give an update each day.
Concierge is available 24/7 if you have questions or need anything!

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/26/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/25, there are 1838 confirmed cases of Coronavirus in the State of Massachusetts, 446 in Middlesex County. We have no cases on campus and 1 case has been reported in Concord according to the Town of Concord Website.

Newbury Court Updates:
- **Construction on the Rivercrest** addition has resumed, the contractors only have access from the outside and the construction area is sealed off from the rest of the building. We decided to continue because we want to have the 2 resident rooms completed and available to be occupied as soon as possible.
- **North Elevator** - Otis Elevator will be onsite tomorrow to do repairs to the North elevator to prepare us for the scheduled state inspections. The North elevator will be out of order while this work is being done. Please call Concierge if you need any assistance while it is not working. All workers will be screened at the door and required to follow our Infection Control policies.
• **Grocery Shopping** – the transportation department is shorthanded today, please try to limit your list to essential items and have patience if deliveries take longer than usual. Also, please take advantage of the delivered meals from Dining Services to cut down on the amount of groceries that you need. Please call Dining Services or Concierge if you have any questions about delivery of meals.

• **Cubbies** – Please collect your mail from your cubbies, important announcements are put there. If you cannot get to your cubby due to mobility issues, or illness please contact Concierge so we can have the contents delivered to your suite.

• **Car Batteries** – Fayad tells me that it is not necessary to start your car often to recharge your battery. Cars these days can sit for 30, 60, even 90 days or more with no damage to your battery. However, if you have a specific concern please reach out to Fayad and he will assist you.

• **General Stores** – Eddie did a big restock of the stores today so please check there for items you may need.

• **Coronavirus symptoms update** – The CDC has determined that in addition to cough, fever, and shortness of breath- diarrhea, vomiting, and nausea can also be symptoms. If you experience any of these symptoms please call Resident Health Services ASAP. Concierge can direct you to them.

• **Staff Appreciation** – Our staff is working very hard during this difficult time. We are putting in place many different appreciation events. Snacks, pizza, and other incentives are being offered, and support through our Employee Assistance Program is available. We are also sending our staff information about all the precautions that we are taking to protect them during this epidemic.

• **Reminder - NO VISITORS** unless they are providing an essential medical or health related service. Any essential
visitors must be approved by Beth Winn prior to their visit. Family members are not allowed unless they are providing the essential health related services and have been approved by Beth Winn. Please let your family know this in advance so we do not have to turn them away at the door.

**Concierge is available 24/7 if you have questions or need anything!**

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

**Please tune in to channel 918 every weekday morning at 10am, Beth, or other staff will give an update each day.**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/25/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/24, there are 1159 confirmed cases of Coronavirus in the State of Massachusetts, 304 in Middlesex County. We have no cases on campus and are unaware of any in Concord.

Newbury Court Updates:
• The south terrace handicapped door opener is being repaired, the vendor is expected to be here on Tuesday 3/31. We have had ongoing trouble with it but did some electrical work and hope that will solve the problem. We apologize for the inconvenience.
• The State Elevator inspector and Otis Elevator will be onsite next week to do our scheduled inspections.
• All workers will be screened at the door and required to follow our Infection Control policies.
• Grocery Shopping – the transportation department is doing a great job getting groceries for residents, we have learned that you all use a LOT of groceries!! Please understand that the stores have limited items and substitutions or exclusions may have to be made at times, the drivers will do their best to fulfill your order. Please try to limit your list to essential
items. Also, please take advantage of the delivered meals from Dining Services to cut down on the amount of groceries that you need. Please call Dining Services or Concierge if you have any questions about delivery of meals.

- Rivercrest & Gardens – The residents are doing well, they are staying entertained and well cared for by staff and are communicating with friends and family via various technological options.
- Fun fact – Sarah Schultz has delivered 27 pairs of dumbbells to resident’s apartments for exercise!! We are so happy that residents are staying fit. Please contact Sarah if you would like dumbbells or any other guidance about exercising in your suite.
- VISITORS – NO VISITORS unless they are providing an essential medical or health related service. Any essential visitors must be approved by Beth Winn prior to their visit. Family members are not allowed unless they are providing the essential health related services and have been approved by Beth Winn. Please let your family know this in advance so we do not have to turn them away at the door.

**Concierge is available 24/7 if you have questions or need anything!**

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

**Please tune in to channel 918 every weekday morning at 10am, Beth, or other staff will give an update each day.**

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only
you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/24/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/23, there are 777 confirmed cases of Coronavirus in the State of Massachusetts, 232 in Middlesex County. We have no cases on campus and there are no cases in the town of Concord.

Newbury Court Updates:
- Governor Baker issued a “Stay at Home order” as of noon today. We hope that you are all already staying home but please take this seriously and do not go out unless absolutely necessary. All staff members at Newbury Court are considered essential workers and will be given a letter stating that so they will not have any problem coming to work.
- VISITORS – NO VISITORS unless they are providing an essential medical or health related service. Any essential visitors must be approved by Beth Winn prior to their visit. Family members are not allowed unless they are providing the essential health related services and have been approved by Beth Winn. Please let your family know this in advance so we do not have to turn them away at the door.
• **Newspapers in Libraries** – Having multiple people reading the same newspapers is not a good idea, germs can easily be spread. If you will be impacted by removal of the shared newspapers in the library please contact Concierge and we will try to get a copy to you. We are also looking into helping residents get online subscriptions for those who have computers, tablets, and/or smartphones – stay tuned for more info on this.

• **Elevators** – No more than 2 people should be in an elevator at a time in order to maintain 6ft social distancing.

• **Things to do while staying at home:**
  o Call an old friend.
  o Look at old photos to remember happy memories. o Take an inventory of the positives in your life
  o Limit the amount of news you listen to, turn off the news and listen to some music, watch a movie, or read a book.
  o Stay hydrated – drink lots of water and do some light exercise.

**Concierge is available 24/7 if you have questions or need anything!**

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 every weekday morning at 10am, Beth, or other staff will give an update each day.

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/23/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/23, there are 646 confirmed cases of Coronavirus in the State of Massachusetts, 199 in Middlesex County. We have no cases on campus and there are no cases in the town of Concord.

Newbury Court Updates:
- VISITORS – NO VISITORS unless they are providing an essential medical or health related service. Any essential visitors must be approved by Beth Winn prior to their visit. Family members are not allowed unless they are providing the essential health related services and have been approved by Beth Winn. Please let your family know this in advance so we do not have to turn them away at the door.
- North Desk - Beginning on Monday 3/23/20 the NORTH DESK will be closed from Midnight to 7:30am
- There will be no change to the resident process to contact Concierge.
- The phones will be forwarded to the south desk so you can still call either phone number to get to Concierge.
- The North doors will be locked from Midnight to 7:30am BUT there is a video intercom outside that will allow anyone who
needs to enter to be in contact with the South desk who will send someone to let them in.

- All first responders will be able to enter through the door using a key that has been provided.
- There is a phone on the counter of the North Desk that will dial automatically to the South Desk should anyone come down to the North Desk and need assistance.
- By closing this desk we will be able to have additional staff available to assist residents with other needs throughout the building. You will still have access to Concierge 24/7.
- Toilet Paper – Public stores have little to no supply of toilet paper. Newbury Court is buying as much as we can get, including what we use in our public bathrooms and will distribute to residents 2 rolls at a time. When you are down to 1 or 2 rolls please let Concierge know and we will have 2 rolls brought to you at no charge. Once supplies are restocked in the stores this process will discontinue, we will keep you posted.
- Fitness Center – The fitness center and pool are closed, please do not enter those areas.
- Newspapers in Libraries – Having multiple people reading the same newspapers is not a good idea, germs can easily be spread. If you will be impacted by removal of the shared newspapers in the library please contact Concierge and we will try to get a copy to you. We are also looking into helping residents get online subscriptions for those who have computers, tablets, and/or smartphones – stay tuned for more info on this.
- Elevators – No more than 2 people should be in an elevator at a time in order to maintain 6ft social distancing.

Concierge is available 24/7 if you have questions or need anything!
Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 every **weekday morning** at 10am, Beth, or other staff will give an update each day.

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/20/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:  
As of 3/20, there are 328 confirmed cases of Coronavirus in the State of Massachusetts, 119 in Middlesex County. We have no cases on campus and there are no cases in the town of Concord.

Newbury Court Updates:
- We continue to be extremely grateful that we have no cases at Newbury Court but we need your help for this to continue. PLEASE AVOID GOING OUT TO GO SHOPPING OR NON-URGENT APPOINTMENTS! Please call Transportation 978-402-1333 to arrange to have them shop for you.
- Starting Monday night the North Desk will be closed from Midnight to 7:30am so that we can conserve staff and have more people available to help residents during our busiest hours. Please read the attached flyer for more information.
- Starting immediately we will be using the following system to track if staff and visitors have been screened for the day.
  o When you check in at the screening/temp desk you will be given a colored sticker with the date on it. There will be a different color dot each day.
Staff members will be asked to wear the sticker on their name tag.
Visitors and vendors will be asked to place the sticker at their chest level and the suite they are visiting will be included.

- The Town of Concord held a conference call yesterday for all town organizations to discuss emergency preparedness, share ideas, etc. We were told that the town elections will be postponed but official details are not yet available, stay tuned for more on that. Police, Fire, and Board of Health are actively working to prepare for potential outbreaks.
- The IRS announced that the deadline to file taxes has been extended to July. Please contact your tax preparer or financial advisor with any questions.

Programs:
- Jill announced that she will do a reading on Friday afternoon, March 20, at 3:30 on channel 918.
- Dalton Avery will read “Letters to Home—the 1940”s on Saturday, March 21, at 3:30 on channel 918.
- Marcia Bradley will read aloud on Sunday at 1:00 PM on channel 918.
- Will McMillian, who has performed here many times is hosting a sing-a-long on Facebook every night at 8 PM Residents who don’t have Facebook - this is the time to join! Look for a link on our Newbury Court Facebook page.

Spiritual Life
- Chapel services will be broadcast on channel 918 at 11am Sunday.

Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.
Please tune in to channel 918 every weekday morning at 10am, Beth, or other staff will give an update each day.

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
ATTENTION RESIDENTS:

Beginning on Monday 3/23/20 the NORTH DESK will be closed from Midnight to 7:30am

- The phones will be forwarded to the south desk so you can still call either phone number to get to Concierge.
- The North doors will be locked from **Midnight to 7:30am BUT** there is a video intercom outside that will allow anyone who needs to enter to be in contact with the South desk who will send someone to let them in.
- All first responders will be able to enter through the door using a key that has been provided.
- There is a phone on the counter of the North Desk that will dial automatically to the South Desk should anyone come down to the North Desk and need assistance.

By closing this desk we will be able to have additional staff available to assist residents with other needs throughout the building during this time.

Beth will go over this plan at her 10am broadcast on channel 918 on Monday morning so contact Concierge if you have questions and we will do our best to answer them during the broadcast.

**Concierge is available 24/7 if you have questions or need anything!**
Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/19, there are 256 confirmed cases of Coronavirus in the State of Massachusetts, 100 in Middlesex County. We have no cases on campus.

Newbury Court Updates:
- We continue to be extremely grateful that we have no cases at Newbury Court but we need your help for this to continue. PLEASE AVOID GOING OUT TO GO SHOPPING OR NON-URGENT APPOINTMENTS! We have staff available to pick up groceries, prescriptions or other pharmacy items, there is no need for you to go out. Please call Transportation 978-402-1333 to arrange to have them shop for you. The CDC, the Governor and others have urged people 65 and over to stay home as you are at a much higher risk for the Coronavirus.
- We want to remind residents to avoid congregating in the lobby areas as this is a busy place right now with visitors and staff being screened as they enter and you are more apt to be exposed to those that are entering the building.
• A reminder that the communal puzzle stations should not be used at this time, if you would like to borrow a puzzle to take to your suite please help yourself.
• Several people have expressed disappointment that the Fitness Center/pool is not open. The Fitness Center is a communal space where germs can easily be passed on the equipment, it is absolutely necessary to have it closed at this time. Please take advantage of the fitness classes on channel 918, or take some walks through the hallways to get some exercise.
• Those residents who live in the south side of the building that have “flippers” on their doors please make sure that you open and close your door by 10am or you will receive a call from Concierge to check on you. If you don’t know what a “flipper on your door” is then you don’t have one and can disregard!
• Some residents have asked what “Shelter in Place” means. At this time we have not received a “Shelter in Place” order from the Governor, however all of the restrictions that we have instituted are very close to sheltering in place. Staying home except when absolutely necessary, no communal meals, or group gatherings etc. All of our staff are considered “essential workers” so they will be allowed to leave their homes to go to work even if there is a shelter in place order, so you should not worry about having staff available to help you.

Programs:
• Jill announced that she will do a reading on Friday afternoon, March 20, at 3:30 on channel 918.
• Dalton Avery will read “Letters to Home—the 1940”s on Saturday, March 21, at 3:30 on channel 918.
• Jessie reminded residents that there are many series from The Great Courses in our North Library. If anyone would like
to screen some of the Great Courses on their computer contact Jessie and she will get you the password

- Jessie noted that this could be a time when residents passing in the halls take note of some of the beautiful artwork and sculpture we have all around campus.
- This link will take you to Minuteman Media and you will be able to view some of the Newbury Court programs on You Tube
  https://www.youtube.com/results?search_query=newbury+court
- Please continue to watch 919 for the daily schedule and 918 for the live broadcasts from Morrison.

Please tune in to channel 918 every **weekday** morning at 10am, Beth, or other staff will give an update each day.

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/18/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of 3/18, there are 218 confirmed cases of Coronavirus in the State of Massachusetts, 89 of them being in Middlesex County. We have no cases on campus.

Newbury Court Updates:
- Many residents have asked about having other residents visit in their apartments. I would use extreme caution doing this. Be sure to keep 6ft apart, do not share items, pass cards, etc and 6 or less people, or maybe less if the space is small to allow for the 6ft distance. Please keep it to a few people, not different people every day.
- Please utilize our staff to pick up items at the grocery store, pharmacy, post office, etc. It is best for everyone, but especially those 65 and older to stay away from public areas including stores. Please call Transportation 978-402-1333 to arrange to have them shop for you.
- Our generous and caring residents have been asking about our staff that is being “sent home” in order to create a pool of healthy staff off-site. Please know that any staff that is asked
to “work from home” will be paid for their regularly scheduled hours. Thank you for the concern for them.

- Some residents have asked for gloves and masks. We are currently not advising that you use gloves and masks, even in public. The CDC has advised us that wearing masks does not necessarily protect you from the virus and that the best way to avoid contact is to stay home. Masks and gloves should be reserved for healthcare workers only at this time so we do not use up the supply chain.
- Exercise programs will continue on channel 918, we highly recommend that you participate so that you stay as active as possible. Please have your pendant on when you exercise.

**REMINDERS:**
- **Communal puzzles will be discontinued as of 3/18.** Residents are welcome to take a puzzle from our collection to use in their apartment.
- **Fitness center and pool will be closed as of 3/17.**
- **Salon Services will be closed as of 3/18.**
- **Dining Rooms continue to be closed.**
- You will have a dinner menu left on the shelf outside your door by 7:00 PM. You should complete the form, put it back on the shelf, and a staff member will pick it up by 11 AM the next day. You do not need to bring it down to the concierge.
- **Housekeeping services are still suspended, however:**
  - Once a week, on your regular housekeeping date, a housekeeper will come to your door to ask if you would like to have your bed made (and laundry taken), and your trash emptied. The acceptance of this service will be at your discretion, so if you prefer not having housekeeping come in, it’s perfectly fine. Just let them know and they will cross your suite off for the following weeks. If you have an urgent housekeeping need, please call Concierge and they will put in a work order.
- **Common areas will continue to be thoroughly cleaned.**
Newspaper Delivery:

- Newspapers will continue to be delivered to the South Lobby, with suite #’s marked by the newspaper person. Our staff will deliver to apartments, but please be aware that there may be a delay. If you don’t receive your newspaper, you should call the Community Newspaper line before 10 AM – 978-455-1575 or 978-455-1638.

Programs:

- Daily Updates of Programs can be found on the Newbury Court app. Click on the “our channel” icon and that will bring you to Channel 919 where the programs will be updated daily. Tune your TV to 919 for Daily Programs and 918 for Live programs in Morrison. The printed version of the daily calendar will appear in the usual places around campus—in elevators, near the mail rooms on the North and South, and next to the elevator landings in the North.
- A form for essential groceries is at each front desk. Instructions for ordering will be on the form as well as an email address for Eddie Lorden. We will stock the country stores to the best of our ability and do our best to fill individual orders. Please try the country store first. Thank you.
- Please contact Jill or Jess if you would like to present your solo program from Morrison! Read, sing, tell jokes, tap dance…..anything! Stephen Collins will be back next week to do his Shakespeare Show…(day will be announced).
- And, what about our balconies? Perhaps we should take the lead of the Italians and use our balconies for self expression…A decorating contest, perhaps? This is the time to get creative and show community support!

Please tune in to channel 918 every morning at 10am, Beth, or other staff will give an update each day.
Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
March 3/17/2020

Dear Family Member,

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978. 369. 5151 or check our website at www.newburycourt.org or our Facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update:
As of this morning 3/17, there are 197 confirmed cases of Coronavirus in the State of Massachusetts, 83 of them being in Middlesex County.

VISITOR POLICY at Newbury Court
• Restrictions are still in place. Only Essential Visitors- Health care-related – are allowed on campus.
• Please call the concierge with the name of your designated family member and the reason for visiting, so we can keep a list.
• The Essential designated family member/responsible party may visit once per day between the hours of 8:30am to 6:30pm. All essential visitors are restricted
to the resident’s suite; and not allowed in common areas.

- All essential visitors will be screened for travel and health status, and have their temperature taken at the concierge desk. Those who have traveled outside of the Massachusetts area in the last 14 days, or those who have attended large gatherings such as conferences, concerts, etc. in the last 14 days are not be allowed into the building.
- Family members can drop off items at the Concierge desks and they will be delivered to residents.
- Hired Private Aids/CNAs are excluded from the restriction as long as they follow proper infection control policies, sign in at the concierge desk where they will be screened about health and travel, and have their temperature taken every time they arrive. Please contact Concierge with the names and contact info for caregivers that you currently employ if you haven’t already.
- No outside visitors are allowed at Rivercrest or the Gardens, including family members.

**NEW MEASURES:**
- Fitness center will be closed as of today, 3/17.
- Salon Services will be closed as of tomorrow, 3/18.
- Dining Rooms continue to be closed.
• You will have a dinner menu left on the shelf outside your door by 7:00 PM. You should complete the form, put it back on the shelf, and a staff member will pick it up by 11 AM the next day. You do not need to bring it down to the concierge.
• Food delivery will start around 4PM.
• **Housekeeping services are still suspended, however:**
  • Once a week, on your regular housekeeping date, a housekeeper will come to your door to ask if you would like to have your bed made (and laundry taken), and your trash emptied. The acceptance of this service will be at your discretion, so if you prefer not having housekeeping come in, it’s perfectly fine. Just let them know and they will cross your suite off for the following weeks.
• Common areas will continue to be thoroughly cleaned.

**OTHER INFO:**
• **Please notify Concierge of any travel plans outside of Massachusetts ASAP.**
• **Also notify Concierge if you have any type of illness. We are keeping track of all residents’ symptoms, related or not to COVID-19.**
• **Only vendors, and deliveries that are necessary for us to continue daily operations are allowed in the building.**
• **All deliveries, packages, prescriptions, etc. will be delivered to concierge desks and residents are asked**
to come get them if they are able, if assistance is needed staff will deliver to suites.

- Please continue to contact Concierge to put in work orders as needed but please be patient as response may be a little slower than usual.
- With the increase of take-out items being used on campus, the recycling bins on campus will be emptied a couple of times per day.
- Newspapers will continue to be delivered to the South Lobby, with suite #’s marked by the newspaper person. Our staff will deliver to apartments, but please be aware that there may be a delay. If you don’t receive your newspaper, you should call the Community Newspaper line before 10 AM – 978-455-1575 or 978-455-1638.

Reverends Sarah & Kristin

- The Spiritual Life Department is putting together a new committee to provide friendly calls and check-ins to residents. We are calling it the "Caring Calls Committee."
- **Who?** We are looking for both staff and resident volunteers. A resident will receive calls until they opt out.
- **What?** As a volunteer, you would be calling to check in on how the person is doing, if they need any supplies, and also just to engage in friendly conversation. We will give you a list of possible conversation topics (i.e. family, vacations, work) to
keep it fun! You will forward any needs, such as food or supplies, to the chaplains.

- **When?** Volunteers will be asked to call approximately 3 residents each day. For staff, that would mean each day you are working (including from home). You can make the calls whenever is convenient for you.

- **Where?** All support is over the phone. You will not be asked to visit anyone in their suites.

- **Why?** This time of social isolation is particularly hard on older adults. We want to make sure residents continue to feel connected in meaningful and supportive ways during this uncertain time, especially when their friends and families are unable to visit. The best outcome? We all make a few new friends on campus.

Please tune in to channel 918 every morning at 10am, Beth, or other staff will give an update each day.

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.
Dear Family Member,

These are trying times but we have a dedicated staff all of whom are working diligently to ensure that we have a safe environment for everyone on campus. Following the mandate of Governor Baker, we have closed our dining rooms and will deliver meals to the doors of all the residents. We have further restricted our visitor policy and, beginning today, we are suspending our housekeeping services for one week. Our chaplains have instituted a plan to help with social isolation and the programs department is using our in-house channel and Morrison theatre to broadcast some exercise, reading, and solo piano concerts. We have staff available to teach the residents how to use Skype and Facetime so we encourage you to encourage them to learn how to use it. And, we are working on a community art project! We will continue to update regularly and, we will get through this…Please read below for the details. Thank you.

Coronavirus Update at Newbury Court—March 16

- As of this morning, there are 164 cases of Coronavirus in the State of Massachusetts, 75 of them being in Middlesex County, and increase of 26 cases since our Friday CCC.
- WE HAVE NO CASES AT NEWBURY COURT.

VISITOR POLICY at Newbury Court as of 3/16/20

- We are restricting visitors to Essential Visitors Only - Health care-related.
- Please call the concierge with the name of your designated family member and the reason for visiting, so we can keep a list.
- The designated family member/responsible party may visit once per day between the hours of 8:30am to 6:30pm.
- Essential visitors who have traveled outside of the Massachusetts area in the last 14 days, or those who have attended large gatherings such as conferences, concerts, etc. in the last 14 days are not be allowed into the building.
- Visits are restricted to the resident’s suite; visits are not allowed in common areas.
- All visitors will be screened for travel and health status, and have their temperature taken at the concierge desk.
- Family members can drop off items at the Concierge desks and they will be delivered to residents.
- Hired Private Aids/CNAs are excluded from the restriction as long as they follow proper infection control policies, sign in at the concierge desk where they will be screened about health and travel, and have their temperature taken every time they arrive. Please contact Concierge with the names and contact info for caregivers that you currently employ if you haven’t already.
- No outside visitors are allowed at Rivercrest or the Gardens, including family members.

NEW MEASURES:

- Following instructions from Governor Baker prohibiting gatherings, both dining rooms will be closed as of today. Meals will be delivery only.
- You will have a dinner menu left on the shelf outside your door by 7:00 PM. A staff member will pick it up by 11 AM the next day. You do not need to bring it down to the concierge.
- Food delivery will start around 4PM.
- Please be patient. This is day 1, and we expect glitches in the process. We will be ironing things out and should have a smoother process in the next few days.
- **In order to avoid additional contact to our residents, we are suspending Housekeeping services after today for at least one week, and then we will reassess. We will be implementing a procedure for laundry and will update you as soon as it is decided.**
- Common areas will continue to be thoroughly cleaned.

**From our Chaplains:**
We understand that this is a very difficult time for many of you and you may feel isolated. We all agree that “social distancing” is an important way for all of us prevent the spread of the COVID-19 virus. But it’s hard, isn’t it? If you’re starting to feel isolated and lonely, here are some tips to help you cope:
1) Go for a walk outside! Stay active, as best you can.
2) The chaplains are working on putting together a Caring Calls Committee. Staff and fellow residents will be regularly reaching out to you with a phone call. *If you’re interested in volunteering to make these calls, let Sarah or Kristin know.*
3) Use FaceTime, Skype, Google Hangouts, or any other “video” chatting platform to stay connected with your loved ones. *If you need help learning how to use these platforms, please let Sarah or Kristin know.*
4) Check out our Faith Community Updates to see how you can connect with your congregations in the community.
5) Don’t forget to check out our daily programs on Channel 918! We will do exercises, readings, and some solo piano recitals! Volunteer to read your favorite story or poems…can you sing?? Anyone willing to share some of their writing with us? I know there are some memoirists out there! Let Jessie or Jill know and we will schedule a time slot for you in Morrison.

jrodrigue@newburycourt.org or jcrowley@newburycourt.org

**OTHER INFO:**
- Residents are asked to notify Concierge of any travel plans outside of Massachusetts ASAP.
- Only vendors, and deliveries that are necessary for us to continue daily operations are allowed in the building.
- All deliveries, packages, prescriptions, etc. will be delivered to concierge desks and residents are asked to come get them if they are able, if assistance is needed staff will deliver to suites.
- Please continue to contact Concierge to put in work orders as needed but please be patient as response may be a little slower than usual.

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts not only you but all of your neighbors at risk. This includes non-essential visits to doctor’s offices, hearing aid checks, etc.

**Alex Bishop**
- Newspapers will continue to be delivered to the South Lobby, with suite #’s marked by the newspaper person. Our staff will deliver to apartments, but please be aware that there may be a delay. If you don’t receive your newspaper, you should call the Community Newspaper line before 10 AM – 978-455-1575 or 978-455-1638.

Please tune in to channel 918 every morning at 10AM – Executive Director, Beth Winn will give a daily update.
Coronavirus (COVID-19) update at Newbury Court

We are continuing to take decisive and swift action to protect the health of everyone on the Newbury Court campus. Our policies are changing day-to-day so please read the new policies below very carefully. If you have any further questions please call 978.369.5151 or check our website at www.newburycourt.org or our facebook page at http://facebook.com/NewburyCourt.

Coronavirus Update as of 3/13/20

- As of this morning, there are 108 cases of Coronavirus in the State of Massachusetts, 49 of them in Middlesex County.

VISITOR POLICY at Newbury Court as of 3/13/20

- We are asking residents to be diligent and to not invite any visitors to the community, including family.
  IF there is an urgent or necessary reason that you need a family member to visit – for medical reasons, personal care help etc. please designate one family member or one responsible party (if family member is not available)
  - The designated family member/responsible party may visit once per day between the hours of 8:30am to 6:30pm.
  - Visitors who have traveled outside of the Massachusetts area in the last 14 days, or those who have attended large gatherings such as conferences, concerts, etc. in the last 14 days are not be allowed to visit.
  - Visits are restricted to the resident’s suite; visits are not allowed in common areas, including the dining rooms.
• All visitors will be screened for travel and health status, and have their temperature taken at the concierge desk.
• No children 12 or under are allowed on campus.
• Hired Private Aids/CNAs are excluded from the restriction as long as they follow proper infection control policies, sign in at the concierge desk where they will be screened about health and travel, and have their temperature taken every time they arrive. **Please contact Concierge with the names and contact info for caregivers that you currently employ.**
• No housekeepers or other employed contractors are allowed in the building unless they provide a health-related service. This includes, Accountants, Lawyers, Massage Therapists, etc. (Dog walkers – dogs can be brought to the lobby door for the walker to take but should not go to a suite.)
• **No outside visitors** are allowed at Rivercrest or the Gardens, including family members.

**OTHER INFO:**
• **Residents are asked to notify Concierge of any travel plans outside of Massachusetts ASAP.**
• We will continue to keep the dining room open for Residents only, as of right now. This could change so please watch for additional announcements.
• All group programs, classes, events, and trips are cancelled.
• Only vendors and deliveries that are necessary for us to continue daily operations are allowed in the building.
• All deliveries, packages, prescriptions, etc. will be delivered to concierge desks and residents are asked to come get them if they are able, if assistance is needed staff will deliver to suites. Newspapers will be delivered to the South Lobby. Staff will deliver to apartments but please be aware that there may be a delay.
• In an effort to ensure that we have plenty of healthy staff we may have some staff work remotely from home for a period of time. They will be available by phone and email, even if you do not see them in person. We are also screening every staff member for health and travel info, and taking temps before they start every shift.
• Guest Suites – we have cancelled all guest suite reservations for the rest of March. If you have guest suites booked in April, I would recommend that you ask them to make alternative plans.

• All exterior doors on campus are locked **EXCEPT** for the North and South lobby doors, and the door to the terrace on the South side (puzzle area) which will be open during daytime hours. All visitors must enter through the lobby doors (not the garage or other)

Please keep in mind that this is a serious illness especially for people aged 65 and over so please consider staying home as much as possible. We are taking all of these precautions to protect you. Going out in the public unnecessarily puts all of your neighbors at risk.
March 11, 2020

Additional steps we have taken as of March 11, 2020. This information has been shared with all Residents:

Coronavirus (COVID-19) preparedness at Newbury Court:

- No outside visitors are allowed at Rivercrest or the Gardens, including family members.
- No visitors except family or a responsible party are allowed to visit at independent living at Newbury Court. Visits are restricted to the resident’s suite; visits are not allowed in common areas. All family visitors will continue to be screened for their travel and health status. No children 12 or under are allowed on campus.
- At this time we will continue to offer meals in the dining rooms but will not allow any outside visitors (family or other).
- All group programs, classes, events, and trips have been cancelled.
- Private Caregivers are excluded from the restriction as long as they follow proper infection control policies. Please contact Concierge with the names and contact info for caregivers that you currently employ.
- Residents are asked to notify us of any travel plans outside of the Massachusetts area.

We apologize for any inconvenience this may cause; and we will continue to update you on important news or emerging issues. Please visit www.newburycourt.org or https://www.facebook.com/NewburyCourt for regular updates. And please do not hesitate to contact me with any questions or concerns you may have.

Sincerely,

Beth Winn

Executive Director
Coronavirus (COVID-19) preparedness at Newbury Court –

Please know that maintaining resident and staff health, wellness, and safety is our number one priority. We are taking steps now to prevent this illness and be positioned to respond quickly and effectively should it impact someone at our community. Here are a few examples of actions that we have taken:

- Emergency preparedness and infection prevention and control plans are in place.
- We are closely monitoring the latest information from the Massachusetts Department of Public Health (DPH) and the Centers for Disease Control and Prevention (CDC), and we are working with state and local public health and emergency preparedness officials to strengthen our preparation for a possible outbreak of Coronavirus.
- At this time at Newbury Court, signs are posted at all entrances asking visitors about recent travel and health status, and staff is screening visitors whenever possible.
- Starting today, March 10, 2020, outside guests are not allowed to attend community programs.
- Rivercrest, our Skilled Nursing neighborhood, is currently closed for visitors.

We apologize in advance for any inconvenience this may cause. We will keep you informed every step of the way should these or other steps become necessary.

Please do not hesitate to contact us at 978-369-5151 with any questions.