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](http://www.newburycourt.org) or [https://www.facebook.com/NewburyCourt](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.