

March 18, 2020

Dear Charles River Community:

As you are all aware, we are experiencing an unprecedented health crisis. The Charles River Center's primary concern during this crisis is the health and well being of the people we serve and our staff.

Therefore, in the effort to limit exposure of the COVID-19 to our residents and staff, we are no longer allowing visitation at our residences, effective **March 20<sup>th</sup> at 5pm**. This includes all families, friends, and neighbors of the people residing in our residences. It also includes drop offs or pickups of any kind.

- **If you have temporarily taken your loved one out of the program to reside or visit with you, they must return by Friday March 20<sup>th</sup> at 5 pm in order to be readmitted. If they are not back by that date, then they will not be admitted until April 5<sup>th</sup>. This date may change per the recommendation of state officials.**
- **All residents who have been out of the residences for longer than a few hours, will be screened before entering the house. If they present with symptoms, such as a cough, shortness of breath, or a fever (100.3 or above), then they will be directed to get medical care before re-entry.**
- **If a resident has been in direct contact with a person presumed positive or who has tested positive for COVID-19, they will be denied entry for 14 days.**
- **All staff reporting for work will be screened upon entry with the questions that are being asked in our general community. All deliveries to our homes by people outside of the Charles River Community will be left at the door or porch of each home.**

We realize this is going to be a hardship for the individuals who we support and their families; we are not taking this action lightly. We will be making every effort during this time to ensure ample opportunities for communication through telephone calls, emails, texts, Alexa, Skype, etc. Families who do intend to take their loved one home should notify their respective Program Director immediately so that arrangements can be made to secure medications, if needed.

For trusted information about the COVID-19 crisis, please monitor [www.mass.gov/COVID-19](http://www.mass.gov/COVID-19) frequently. You can also call 211 from any cell phone or landline for information, referrals, and advice.

Regards,  
Anne-Marie Bajwa  
President and CEO