

April 16, 2020

Dear Families,

I hope this note finds you well during this extraordinary time in our history. I'm writing to provide an update about the new steps we've taken to address COVID-19 challenges. First and foremost, our staff continue to work as our true unsung heroes-the backbone of our service system, and our caring connection to your loved ones. We increased their compensation during this time to recognize their exceptional efforts and unwavering commitment.

All staff are required to wear masks, maintain highly sanitized environments, make sure everyone washes their hands frequently, and maintain social distance. We've created videos on proper hand washing techniques and other informational topics. We've created Coronavirus Leaders across the division, and are closely tracking everyone's health with the support of our medical team.

After significant effort, we've received over 30,000 surgical masks, almost 2,000 N95 masks and approximately 1,400 cloth masks – both purchased and donated. All residential programs now have a supply of masks and gloves. Gowns, face shields, and hand sanitizer have been sent to our regional offices. And, our staff have done a great job finding additional supplies daily at local supermarkets and Costco.

I know these are worrying times, and we are doing our very best to take care of your loved ones and our staff. Vinfen serves a total of approximately 4,000 people with 3,200 staff. We have clients and employees who have tested positive for the virus. Most of these people are doing well. We expect more client and employee cases over the next few weeks and we will work with our caring staff to address every challenge that comes our way. Thank you for adhering to the difficult no visitation policy and other COVID requirements. We are very fortunate to work with such a dedicated family community. We appreciate everything you are, and everything you do for your loved ones and our organization. My very best and please stay well,

With warm regards,



Joseph Gomes
Senior Vice President of
Developmental Disabilities Division
Vinfen Corporation

Please go to Vinfen's website at <http://www.vinfen.org> for additional information