

April 1, 2020

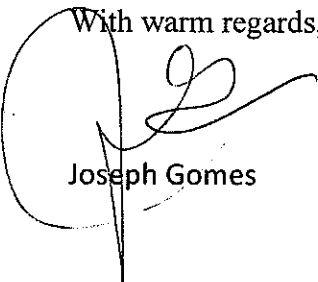
Dear Families,

We recognize that this is an uncertain time for many of you. We know that now, possibly more than ever, you and your loved ones are relying on us. I want to reassure all of you that we're successfully meeting the new challenges we're facing, and your loved ones are continuing to receive compassionate, competent care from our wonderful direct support staff and their managers.

Our day program staff were recently redeployed to work in our homes when we were required to close the sites per a directive from the Department of Public Health based on the Coronavirus outbreak across the state and the nation (Governor Baker mandated the closings at the end of March). I'm happy to report that this transition went smoothly. All staff are currently in place and working hard to meet each person's unique needs. Vinfen is thoughtfully creating plans that address possible future health care scenarios and concerns. We have a workforce that's willing to go above and beyond to support the people they assist including our nurses, clinicians, and medical team. Our direct support staff are maintaining sanitized environments and have developed a host of new and creative indoor activities including virtual tours of the New England aquarium, painting, yoga, and much more. They're also taking regular walks for fresh air and exercise. As you know, physical visitation is now prohibited out of concern for health and safety (mandated by the Department of Developmental Services in late March). We recognize how difficult this is for many of you. Please remember that we encourage phone calls, emails, and face time with your family member, and the Program Director for regular check-ins and updates. We also hope to convene an informational session by phone on the Coronavirus and Vinfen's response with an executive member of our team. We'll forward information on that session soon.

We appreciate the fact that there is significant uncertainty and anxiety but want to assure you of one thing...that our terrific staff are working hard every day and doing a great job. They will communicate with you on a regular basis and assist in any way they can. Please know that we're here for you and your loved ones during this challenging time.

With warm regards,



Joseph Gomes