



## MEMORANDUM

**To:** Bristol Elder Services' Community Partners  
**From:** Nancy R. Munson, CEO  
**Re:** COVID-19 Situation  
**Date:** March 16, 2019

Because the COVID-19 situation in Massachusetts is changing daily, Bristol Elder Services (Bristol) is working with our local, state, and federal partners and other stakeholders, to remain apprised of updates that allow us to take important and varied measures to ensure the safety and well-being of the region's older adults, disabled residents, and our staff and volunteers. This memo provides you with an outline of the measures and precautions Bristol is taking.

### WHAT IS BRISTOL DOING EXTERNALLY?

- We have instituted a "no visitor" policy for our suites
- We have canceled or postponed internal and external meetings in our suites, unless they can be conducted virtually
- We are educating staff, consumers, and the community via memos, flyers, and social media.

### WHAT ARE WE DOING ABOUT SERVICE TO CONSUMERS?

- We are maintaining ongoing contact with service providers
  - We continue to advocate for service for our at-risk consumers
- We are examining options to traditional meals service
  - We are determining those meals participants who are at-risk
- We are advocating that home care agencies and ASAPs be prioritized for receiving personal protective equipment

### WHAT ARE WE DOING INTERNALLY?

- We are issuing internal memos to update staff of what we learn on sites such as Mass.gov and CDC
  - We have assigned a staff person to monitor the sites multiple times each day
- We continue to remind staff about proper hand hygiene and cough and sneeze etiquette
  - We have instituted more frequent sanitizing of common areas
  - We have made sanitizing products available
- We have initiated a daily self-check policy regarding signs of illness or history of recent travel to specific geographic areas
- We are examining ways to leverage technology in conducting business

We are confident that these measures the cooperation of our dedicated staff, volunteers, and with the collaboration of our provider network will enable us to both protect our most vulnerable populations and provide them with the support our consumers require to remain safe and independent.