



March 20, 2020

Dear Seven Hills Foundation & Affiliate community members:

As we face the local, national and international challenges posed by the coronavirus outbreak (COVID-19), our primary focus remains on the well-being of our patients, clients, students, and employees. In addition to monitoring the situation closely, we have continued to consult with health authorities in Rhode Island and Massachusetts in order to thoughtfully and appropriately refine our response plans.

Seven Hills Family Services is concerned about the highly vulnerable population that we support in the community. To this end, we will not be supporting any overnight or hourly respite support at this time. This means that individuals, in order to be protected to the best of our ability, should not go to their family's home unless they will remain there until further notice. Caregivers who are supporting individuals in their home daily should continue to provide these supports in their home. Individuals should not go out into the community unless for essential medical appointments. Caregivers should assist them with practicing universal precautions. Universal precautions training includes frequent handwashing, cleaning and social distancing.

We recognize these measures are challenging for everyone and Seven Hills Family Services is here to assist during this challenging time. Please contact your SHFS staff person if you or anyone you support becomes ill or have a critical situation you need assistance with. Our staff are still working and will be checking in weekly.

These decisive actions reflect our commitment to help slow the spread of the virus and protect the health and safety of our community. Specific communications will be issued by Dr. Kathee Jordan on an ongoing basis as further protocols are enacted or information becomes available.

Seven Hills Foundation & Affiliate programs must, due to the needs of those we serve, remain open and fully engaged. With that said, I've asked all Affiliate Vice Presidents to review and modify, where necessary, the active engagement in events, community activities, and gatherings until further notice.

The above measures will remain in effect until further notice. Given the evolving nature of the situation, and our continual reassessment, we will provide on-going communication frequently.

In summary, Seven Hills Family Services:

- We will not be supporting any overnight respite at this time.
- Community-Based hourly Respite will not be provided at this time
- Home-Based hourly DSP/PCA will not be provided at this time; except for critical Cases determined by risk assessment and approved by Vice President of SHFS

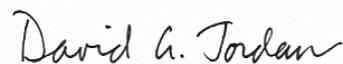
- Two website pages have been established and are being updated hourly on our staff.sevenhills.org site and our public sevenhills.org website.
- Affiliate-specific “social distancing” protocols are being developed to reduce the exposure of Seven Hills staff or patients, clients, students, to potential threat.

While these changes are significant, I want to emphasize the importance of keeping Seven Hills Foundation and our Affiliate services fully open and continuing to support critically vulnerable children and adults.


I recognize these measures are unprecedented and may be unsettling. With that in mind, we will continue to provide regular updates and information on our **staff web site** at <http://www.staff.sevenhills.org/covid-19-updates> and our **corporate web site** at <http://www.sevenhills.org/covid-19-updates/>.

Please contact a Seven Hills Family Services supervisor, case manager, family support specialist or nurse for more information or questions.

Thank you for your continued support and partnership. I am grateful for the dedication, teamwork, and care that defines our Seven Hills community.



Dr. David A. Jordan
President



Leslie Courtney
Vice President
Seven Hills Family Services