

March 16, 2020

Dear Crescent Heights Residents,

As the novel coronavirus situation in our state evolves, Governor Baker and state authorities will continue to seek all possible methods to prevent the spread of this new illness. Last evening the Governor ordered all community gatherings of 25 people or more to be prohibited throughout the Commonwealth of Massachusetts. We are bound by this order and believe it is in the best interest to protect our Residents and Team Members at North Hill.

Effective **Tuesday, March 17, 2020**, we have several changes we must implement as we move forward with stricter guidelines for the community, these guidelines will affect Dining Services, PurposeFULL Living.

Dining Service: We currently have a plan in place to close all dining venues at Crescent Heights and deliver meals. On Tuesday March 17th we will begin to deliver meals to your independent living apartment. Dining programs will remain in place in Vista Terrace Enhanced Living but will be limited to individuals in the households. Additional detailed information will come from Dining Services in a separate memo.

PurposeFULL Living Activities & Events: PurposeFULL Living offsite events will be cancelled. Movies, etc. will be limited to 25 attendees. The swimming pool and fitness center will remain open. Watch channel 918 and signs in the post and “mynorthhill” for updated information on programs.

Entrance to North Hill: All Residents that leave North Hill for an outside activity, must re-enter the building through the **Grand Lobby Only**. There will be no door access other than the Grand Lobby. As you enter the Grand Lobby stop at the desk for screening to enter. Visitors and companions are still required to enter the building through the Grand Lobby for screening.

Outside activities: We strongly recommend that all Residents cancel any recreational trips outside North Hill, leaving only for essential trips such as grocery shopping, medical appointments and pharmacy pick up. Refrain from visiting the households in Vista Terrace during this time period. The transportation department will continue to be available to all Residents.

In addition, our community is in close contact with the local and state health departments and are following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19 with a request that visitors not enter the building if they are experiencing these symptoms.

We ask all of you to abide by this new plan and to encourage others ardently to do so. Together, we can ensure that North Hill has the best chance to stay ahead of the coronavirus.

We all appreciate your patience and understanding through the pandemic process as the changes continue to evolve. We will keep you updated any additional changes. Feel free to reach out to us with any questions or concerns.

David Maw
Executive Director

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President and Chief Executive Officer