

April 29, 2020

Dear Charles River Center Community,

Yesterday, Governor Baker extended the stay-at-home advisory for the Commonwealth of Massachusetts until May 18, 2020. This means that all non-essential operations will be shut down to the public. This order necessitates the **continued closure of our day programs**.

The Charles River Center provides an essential service and will remain open for individuals served in our Residential Services, Family Support and Individual Support Services. All staff members have been issued “essential personnel” notices that allow them to travel from home to Charles River Center facilities to provide support and programming to individuals.

As you know, the state has significantly increased mobile testing in congregate care settings, such as group homes and nursing homes. With the increased testing, asymptomatic individuals and staff are testing positive for the virus. This has resulted in a surge of quarantine residences. Currently, there are nine homes in quarantine at Charles River. Two individuals were hospitalized with COVID-19 symptoms and both have since returned to our care.

We have established a Recovery Center for individuals who test positive and cannot isolate within their group home, away from others who do not have the virus. It is a temporary relocation. There are currently two people residing at the Recovery Center. We also established staff lodging for those who work in quarantine locations and do not want to go home to their families, risking bringing the virus home.

When positive test results are reported, we have a team of people working to notify the families of persons living in those homes, all staff who worked in those homes during the at-risk time frame per Board of Health directives, as well as all staff who are scheduled to work in those locations during the quarantine period. Rest assured, that if your loved one lives in an impacted residence, then you will be notified. Notification will occur whenever a house is deemed quarantine, per the local Board of Health. That was our promise to you. We will fulfill this promise.

With the surge in positive cases, it is imperative that we adhere to the DPH and EOHHS no visitor policy. The guidance is also clear that individuals are not permitted to re-enter the residence after having been home with their families. I know what a hardship this is for families and individuals. But it is necessary to control the spread of the virus.

Charles River is continuing to use technology to keep people connected during this time, including telephone calls, emails, texts, Alexa, Skype, etc. If you have difficulty accessing appropriate communication technology at home to maintain contact, please contact your program director so that we can assist you. Thank you for your understanding.

You can also visit our website, [www.charlesrivercenter.org](http://www.charlesrivercenter.org) or our social media platform: [CRC Facebook page](#), for updates and resources.

We have entered an extremely difficult time for everyone within the Charles River community. Our staff are heroically working to keep everyone safe, healthy, and engaged. I am so very proud of each one of them! They are doing a tremendous job adapting to the many challenges that arise during this time. With your continued support and understanding, we will emerge from this healthcare crisis with a renewed sense of community, as we truly are all in this together.

Sincerely,

Anne-Marie Bajwa  
President/CEO