



The MENTOR Network  
313 Congress Street  
5<sup>th</sup> Floor  
Boston, MA 02210

April 30, 2020

### A Message for Individuals We Support, Family Members and Guardians

Thank you for all you have done to prevent the spread of COVID-19 and for your support and trust during this challenging time. As we adjust our daily lives and work together to get through this public health crisis, I want to assure you that we are committed to our mission and remain dedicated to working with you and our staff and Mentors to safeguard the health and well-being of the individuals we serve, our teams and communities.

In consultation with our internal COVID-19 Task Force, public health agencies and Centers for Disease Control and Prevention (CDC), we continue to review and expand our guidance and processes as more information about COVID-19 unfolds. We are a wide and varied company across 37 states, and this crisis is at different stages of development from community to community. Some of the actions highlighted below may pertain to some services and not others, but I wanted to share the breadth and depth of our activities with you. As a national organization we have access to expertise and resources to support the work we do and those are critical at this time. I hope you find comfort in the steps outlined below to reduce the risk of exposure to COVID-19, some of which have required very difficult decisions.

- Our COVID-19 Task Force is made up of leaders and clinical professionals from across the organization in operations, quality improvement, human resources, legal, employee safety and the medical field. Together we continue to offer guidance and resources to our teams and families, and follow our established protocols and escalation process for reporting, responding to, and tracking confirmed or suspected cases of COVID-19.
- A no visitor policy for all non-essential visitors has been implemented at all of our locations and day programs and outings have been cancelled. Social distancing is hard on all of us, but we know for the people we serve and their loved ones it can be especially difficult. Please know that we are providing staff with the necessary tools and guidance to best assist the people we serve and their support teams through this time with as little disruption or anxiety as possible. We are encouraging the use of video calls to connect and remain focused on engaging those in our care with activities to make sure they continue to socialize, enjoy themselves and work toward their goals.
- Televisits are now available when appropriate to minimize unnecessary person-to-person contact, enabling many services to continue without interruption.
- For everyone's protection, our team members have been advised to wear surgical masks while working in a care setting and follow CDC advice to wear at least a cloth mask when in the general public. In many locations, we are doing wellness checks, including temperature checks on all staff and other essential workers coming into homes or other care settings.
- We continue to emphasize the importance of universal precautions and simple but effective prevention measures (hand-washing, frequent cleaning/disinfecting, increased monitoring and reporting of COVID-19 symptoms).

More information about The MENTOR Network's COVID-19 response is available on our COVID-19 Update Center, [www.thementornetwork.com/coronavirus](http://www.thementornetwork.com/coronavirus), which acts as a hub of information for the people we serve, their families and guardians, our teams and partners, and the public. You will receive additional and ongoing communication from your local teams and I encourage you to reach out to those teams with any questions or concerns you may have.

Thank you for trusting us. We will get through this difficult time together.

Sincerely,

A handwritten signature in black ink, appearing to read "William McKinney", with a large, stylized flourish at the end.

William McKinney