



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

March 16, 2020

A Message for Individuals We Support, Family Members and Guardians

As we continue to see the increasing impact of coronavirus disease 2019 (COVID-19), I am sure you have questions about what the outbreak will mean for you and your loved ones. Thank you for trusting The MENTOR Network. Please know that the care and well-being of the individuals we support are of utmost importance to us, and we are taking precautions to minimize disruption to services and keep those in our care and our team members safe.

As of the date of this letter, we have received no reports of confirmed cases of COVID-19 among individuals in our care, our team members or Mentors. However, we realize the situation could change at any time. You can find the most current information about The MENTOR Network's COVID-19 response here:

[www.thementornetwork.com/coronavirus](http://www.thementornetwork.com/coronavirus). I encourage you to check this site frequently.

We are committed to working with you, our dedicated staff and Mentors to safeguard the health and well-being of the individuals we serve and our caregivers. Keeping our frontline team members healthy and confident in our responses is an important part of this, but even more important is basic prevention that we all should practice. The actions we have taken are consistent with guidance from the Centers for Disease Control and Prevention (CDC), local health departments and our internal COVID-19 Task Force. They include:

- Ongoing education for staff, Mentors and those we support regarding universal precautions and simple but effective prevention measures, including hand-washing, cough etiquette, our no handshake policy, travel restrictions, visitor precautions, and monitoring and reporting COVID-19 symptoms;
- Ongoing education for staff and Mentors regarding infection control protocols, respiratory hygiene, and use of protective barriers;
- Dedicated avenues for obtaining cleaning and health-related supplies; and
- Regular communication and partnership with local healthcare officials and departments of public health.

We are a wide and varied company across 37 states, and this crisis is at different stages of development from community to community. One message from me cannot possibly capture the scope and variety of activities we should and will take, so you will receive additional and ongoing communication from your local team. The company will do everything possible to support those local efforts. The health and safety of the individuals we serve, our staff, families, Mentors and the broader community are at the forefront of all we do. Thank you for your support and trust as we tackle this public health challenge together as it evolves, one day at a time.

Sincerely,

A handwritten signature in black ink that reads "William McKinney". The signature is written in a cursive style with a large, sweeping flourish at the end.

William McKinney