



July 6, 2020

Dear Seven Hills Family Services Part-time staff, Caregivers, Guardians & Families,

As we continue to face local and national challenges posed by the coronavirus outbreak (COVID-19), our primary focus remains on the well-being of our individuals, caregivers, and employees. Seven Hills Family Services appreciates your continued patience and flexibility. We truly understand that the COVID 19 Pandemic, and all the challenges that comes along with it, has been difficult. Your efforts are truly appreciated.

As Massachusetts moves cautiously into Phase III, we have been receiving various updates and guidance to aid us in easing some of the restrictions and develop procedures to allow some of SHFS services to resume. We have developed on-going guidance and procedures to limit the exposure of the individuals that we support and feel confident in the measures we have taken so far. SHFS is ready, with you all as partners, to move into the next phase of services.

As you may know, the Executive Office of Health & Human Services (EOHHS) have released long awaited guidance to allow off-site family visitation to resume. We know family members understand the hardships and sacrifices all of us have made during the past several months. SHFS is confident that families will follow the Health & Safety recommendations in the guidance. Please be cautious with your households in distancing, mask wearing and hand washing so that we don't undue all the hard work and sacrifices we've made. It is joyful to see families see each other after these long months.

SHFS has developed some additional guidance to provide hourly and overnight respite to begin with stringent safety precautions. These changes will allow some breaks to Families and Caregivers who rely on these supports to be able to continue to provide exceptional care. Your SHFS staff will be providing the details of these plans over the next week.

Please continue to limit individual's time in the community and follow all safety guidelines including wearing masks and physical distancing while out. Caregivers should assist individuals as needed with practicing universal precautions. Universal precautions training includes frequent handwashing, cleaning and social distancing. SHFS can aid in education of wearing masks to better support our individuals in these critical health precautions.

These decisive actions reflect our commitment to help slow the spread of the virus and protect the health and safety of our community.

Seven Hills Foundation & Affiliate programs must, due to the needs of those we serve, remain working and fully engaged.

Given the evolving nature of the situation, and our continual reassessment, we will provide on-going communication frequently.

In summary, beginning Monday July 13, 2020 Seven Hills Family Services:

- **Phase III Respite:** Hourly Home & Community-Based with Health & Safety parameters
- **Family Visitation**
- **Overnight Respite:** Considering Risk/Benefits to the home and with Health & Safety parameters
- Two website pages are being updated hourly on our [staff.sevenhills.org](http://staff.sevenhills.org) site and our public [sevenhills.org](http://sevenhills.org) website.

We are hopeful that these changes will provide a step towards normalcy while maintaining the critical safety of the people all of us support.

I recognize these measures are unprecedented and frequently change. 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/>.

If you have thoughts on how we can approach these major challenges, I would welcome your feedback. Please feel free to email me or your SHFS staff and let us know.

Please contact a Seven Hills Family Services supervisor, case manager, family support specialist, clinician 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.



Leslie Courtney  
Vice President  
Seven Hills Family Services