



Our Lady's Haven

Skilled Nursing & Short Term Rehabilitation

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www.dhfo.org

March 20, 2020

Dear Family Members and Friends:

The health and well-being of our residents has always been our greatest concern. As a healthcare organization, we have many policies and systems in place to protect our residents and staff as we prepare for any situation that may affect our day to day operations.

We are reviewing new information being released from the Centers for Disease Control, MA Department of Public Health and the Centers for Medicare/Medicaid. Information, policies and procedures will be revised as necessary.

Please refer to the Diocesan Health Facilities Facebook page and the Our Lady's Haven Facebook page for information. If we have a current email address for you, we can also keep you updated that way. In addition, we will continue to send out written updates to your address on file.

We realize the hardship for both you and our residents in regards to the restriction of visitors. Skyping, Face Time or certainly establishing a set time that you can speak to your loved one, can be arranged, by contacting our units. Our Activities Staff is visiting each floor and providing activities in accordance with current guidelines.

For those family members who do their resident's laundry, you may call the Receptionist to pick up and drop off laundry, at the ramp door only. Please coordinate your laundry request with the nurse on your resident's unit.

If you have any questions, please feel free to call me personally at (508) 999-4561. Thank you so much for your understanding at this time.

Sincerely,

Jo-Ann Melchert,
Administrator

