



BROAD REACH
LIBERTY COMMONS

April 27, 2020 - 5:30 PM

Text of Blast Call Notification to all resident families and employees via VoiceFriend.

Hello,

It's Bill Bogdanovich, President/CEO at Broad Reach Healthcare.

I am calling to tell you that we have received confirmation that a resident at Liberty Commons on the Stage Harbor unit has been diagnosed with COVID19. Throughout this battle, our infection and prevention control plans were reviewed in advance with local health officials. So our response plan was in place, and it is now being implemented.

All residents on the Stage Harbor unit are being tested tonight. It will likely be a few days for results to come back. In the interim, all patients and residents at Liberty Commons are under isolation precautions in their individual rooms. It is also my understanding that revisions to testing protocols at the state level are being finalized now, and it is our intention to take full advantage of what they afford.

Patient privacy laws leave us unable to share any specific information about the confirmed case. Our communication protocol is to personally contact the family when symptoms warrant testing, as well as with the results, and that has already occurred in this case. The purpose of this call to all families is to ensure that none are left feeling uninformed.

We've also set up a dedicated information line for your general questions on COVID19. It is 508.945.1611 x 378. You will be asked to leave your name and a number for a callback within the next business day. You may also submit an inquiry by email to info@broadreachhealth.org.

Please know that we are taking all the appropriate measures and are adhering to all directions from our local and state health departments.

I know this is a difficult time for everyone. We will continue to provide you with updates. The support and trust you place in us is tremendously valued.

Thank you.