

November 30, 2020

At Berkshire Healthcare, the safety and wellbeing of our residents and staff is our top priority. We also understand what an incredibly difficult time this is, and how important communication and transparency is to our extended community of residents, family members and staff. As we share the information on how the COVID-19 virus has impacted our facilities, please know that the staff at ALL our affiliates are doing everything possible to manage this crisis and further prevent or limit the spread of this virus.

We are taking steps based on guidance from the Centers for Disease Control and Prevention (CDC), the Center for Medicare and Medicaid Services (CMS), and Massachusetts Department of Public Health (DPH) to reduce the spread and impact of COVID-19, such as:

- Enhanced infection control precautions and implementation of PPE Coaches
- Screening residents, staff, and essential visitors for expanded list of symptoms
- Restricting visitation and entry of people to the building
- Testing staff and residents for COVID-19 based on current protocols and availability of tests
- Postponing communal activities and dining
- Provision of compassionate care bedside visits; telehealth utilization; virtual visits
- Strategic cohorting of room assignments and quarantining for new admissions and current residents
- Careful adherence to droplet precaution protocols

Due to government privacy requirements, we cannot divulge specific information about the individuals who have confirmed or suspected COVID-19, unless they are your family member and you have the necessary permissions to receive such information.

We know you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus to others. We will contact you directly if your loved one is suspected or diagnosed with COVID-19.

We thank you for your support in the challenging days ahead, and hope that you stay healthy and safe.

**COVID-19 Update by affiliate as of November 30, 2020**

| 11/30/2020                        | Current Confirmed Covid-19 Resident | YTD Cumulative Confirmed Covid-19 Residents | Current Confirmed Covid-19 Employees | YTD Cumulative Confirmed Covid-19 Employees | Cumulative number of clusters of 3 or more residents/staff exhibiting respiratory symptoms within 72 hours of each other | 2 Weeks of PPE Available |
|-----------------------------------|-------------------------------------|---|--------------------------------------|---|--|--------------------------|
| <b>Skilled Nursing Affiliates</b> |                                     |   |                                      |   |  |                          |
| Bourne Manor                      | 0                                   | 1   | 0                                    | 3   | 0  | yes                      |
| Charlene Manor                    | 0                                   | 36  | 0                                    | 11  | 0  | yes                      |
| Day Brook Village                 | 3                                   | 75  | 1                                    | 39  | 0  | yes                      |
| East Longmeadow                   | 7                                   | 89  | 1                                    | 34  | 0  | yes                      |
| Fairview Commons                  | 0                                   | 14  | 1                                    | 9   | 0  | yes                      |
| Hathaway                          | 0                                   | 105   | 1                                    | 27  | 0  | yes                      |
| Hillcrest Commons                 | 123                                 | 148   | 52                                   | 54  | 0  | yes                      |
| Hunt                              | 0                                   | 142   | 1                                    | 33  | 0  | yes                      |
| Kimball Farms Nursing Care        | 30                                  | 39  | 6                                    | 10  | 0  | yes                      |
| Linda Manor                       | 0                                   | 20  | 1                                    | 12  | 0  | yes                      |
| Mt. Greylock                      | 0                                   | 0   | 1                                    | 3   | 0  | yes                      |
| North Adams Commons               | 1                                   | 3   | 1                                    | 1   | 0  | yes                      |
| Pilgrim                           | 0                                   | 96  | 0                                    | 52  | 0  | yes                      |
| Williamstown Commons              | 0                                   | 83  | 0                                    | 25  | 0  | yes                      |
| Windsor                           | 1                                   | 7   | 0                                    | 8   | 0  | yes                      |
| <b>Housing Affiliates</b>         |                                     |   |                                      |   |  |                          |
| Day Brook Village                 | 1                                   | 1   | 2                                    | 3   | 0  | Yes                      |
| Kimball Farms                     | 0                                   | 0   | 4                                    | 6   | 0  | Yes                      |
| Linda Manor Asst. Living          | 0                                   | 1   | 0                                    | 2   | 0  | yes                      |