

Message to Families  
Michael A. O'Brien, President and CEO  
April 7, 2020

As important religious observations approach in the coming days I wanted to reach out to the families of our residents to ask for your cooperation as we take every necessary precaution we can to protect our residents and our staff from the COVID-19 virus.

As noted in the news we are at a very critical point in this crisis and the next several weeks will be very difficult. At the same time, while families want to gather to celebrate, we must recognize that things are indeed very different this year.

While I take no joy in making this request, I need your immediate help and cooperation to ensure we keep our community safe from this virus. Please refrain from visiting our campus at least through the month of April. If you find it absolutely necessary to make a delivery, you must do so only at the Aquatic and Fitness Center. Also please do not invite your loved ones to your home during this crucial time. Now and for the foreseeable future it is more critical than ever for our residents to remain safe at their home.

I imagine you—like all of us—are anxious, and made more so by our necessary physical isolation. The small sacrifices we must make now, such as visitor restrictions, keeping residents on campus and avoidance of social gatherings, will be key to our community remaining as safe as possible through the duration of this crisis.

Though undoubtedly disappointing to miss these much-anticipated in-person events, it is important to remember that our health is literally in each other's hands. The responsibility to stay safe is everyone's. Social distancing, in an effort to quell the spread of COVID-19, is no longer an option; it is a way of life. We are taking these measures to protect our residents and our staff. And you have an important role in protecting your loved ones, their neighbors and our staff.

The safety and comfort of our residents and employees continues to be our primary focus during these uncertain times. For the time being let's all focus our attention on doing our part to keep people healthy and to reduce the spread of this virus.

What helps get me through the day is knowing that Duncaster is an amazing community of people who truly care for each other and knowing that we will eventually get through this crisis and disruption to our lives. If we all hold that vision together, remain compliant with the necessary restrictions, we can get there, one day at a time.

I thank all of you for your adherence to these measures. Stay safe, stay home and be well.