



Dear Families,

We understand there are many worries you may have regarding your loved ones and family members supported by our programs at Advocates during this unprecedented time. As an organization we value transparency and honesty. It is important that we share with you what is occurring in our community while understanding that this information often creates more worry and concern.

Several of you have reached out about the confirmed Coronavirus diagnosis of an Advocates' employee. We assure you the employee has not been in contact with anyone served in our programs. They are quarantined and recovering at home.

Unfortunately, we have sobering news to share. This week, a member of the Advocates community passed away due to complications from Coronavirus. We are terribly saddened to hear this and express our deepest sympathy to their family and those who supported them. The older adult was served by our Outpatient Clinic Outreach Team and contracted the virus during hospitalization for an unrelated condition. **There are no concerns of any Advocates community member or employee being exposed.**

Our Services and Human Resources Teams have protocols in place to trace and track all contact for any suspected or confirmed Coronavirus diagnosis. These actions assist to ensure the safety and health of all in the Advocates community. We are fortunate that we have no other confirmed cases currently. Yet, this continues to be difficult. We are all in this together and appreciate hearing your kind words, questions, and concerns throughout this difficult time.

More Updates:

- On March 31, Governor Baker issued an order extending the closure of non-essential businesses and organizations for in-person operations until May 4, 2020. Advocates and our program staff are considered essential employees and will continue to support your family members and loved ones.
- All employees are continuously screened and monitored for Coronavirus symptoms before coming to work.
- If an employee has been exposed to someone who has a Coronavirus diagnosis, our HR team is taking deep measures to track and trace all contact they have had and having them self-quarantine.
- We have prepared residential locations to quarantine any residents or staff in the event that they test positive with Coronavirus.
- Our goal is for everyone in our programs—people served and employees—have a reusable mask to protect themselves against the virus. We are close to reaching that goal. We have begun to receive deliveries and generous donations of Personal Protective Equipment (PPE) and essential items, such as masks, gowns, gloves, toilet paper, etc.
- Your overall well-being and mental health matter. If you need help during this time, we are here for you.
 - **Advocates Community Counseling** is available virtually via Telehealth, phone, or Zoom. New clients are being accepted. Call our general in-take line: (508) 661-2038. [Learn more.](#)
 - **Our Psychiatric Emergency Services** is available virtually. If you are experiencing a mental health or emotional crisis, please call (800) 640-5432 to speak to an Advocates crisis clinician. We are available to help 24 hours a day, every day. [Learn more.](#)

Please continue to visit www.Advocates.org/COVID19 for updates and resources and follow [Advocates Facebook](#) for daily resources to keep yourselves active and connected.

We hope you are taking care of yourselves during this difficult time. Know that we are thinking of you and your family members. Our staff are doing a remarkable job in adapting to the challenges that arise during this crisis, all to better serve the people they support.

Family Communication COVID-19 Update 4/4/20
Subject Line: Your weekly COVID-19 update at Advocates

Take care and stay healthy,

Diane Gould
President & CEO

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