



FOR IMMEDIATE RELEASE

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COMMUNICATION(S)

WOBURN, MA, April 28, 2020 – We understand that during this time it is increasingly difficult for both you and your loved one to not have visitation. Limited visitation began on March 10, 2020 and we continue to seek alternate ways in which to communicate with or about your family member.

On March 10, 2020, we ensured every facility was provided with several tablets to establish Skype conferencing. In addition, you can send your family member a personalized message that we will prepare and hand deliver. You can send messages as often as you would like through our Send A Smile Program.

<https://www.nextstephc.com/send-a-smile>

There may be times in which you may want to report feedback anonymously or in confidence. You may do so through our Ethics hotline, hosted by a third party. You may call 844-836-0248 or log in on-line at:

<https://secure.ethicspoint.com/domain/media/en/gui/51920/index.html>

Sourcing information on COVID or dealing with the pressures and uncertainty during this time can be overwhelming. In an effort to provide our employees, family and communities a resource, we have created a “Coping During COVID” webpage:

<https://www.nextstephc.com/coping-during-covid>

With the facility essential caregivers focused on providing care and putting the well-being of residents at the forefront of all that we do, we understand it may be difficult to reach a facility caregiver or leader to discuss or obtain updates about your loved one. We have established a dedicated **Family Member Liaison Line** as an additional resource. This resource is an additional avenue if you are unable to have resolution when contacting a facility. Should you leave a voicemail for the Liaison, you will receive a call back within 24 hours. The Liaison will assist with facilitating communications for you. The Liaison Line is (781)404-3924.

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Additional media inquiries can be made to info@nextstephc.com.