



**To: Residents of all the NCDF properties**  
**From: Jeanne Strickland, Executive Director**  
**Date: March 12, 2020**  
**RE: IMPORTANT Coronavirus Update**

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Jeanne Strickland

Information about the Coronavirus (COVID-19) continues to evolve and therefore we need to adapt our practices here at NCDF in an effort to avoid the spread of germs.

Effective immediately, all Resident Services programs and activities scheduled for the month of March are being cancelled at Casselman House, Weeks House and Warren House. Because the risk to our younger residents is not as high as it is to older folks, the Youth Program will continue to be held at Houghton Village. In the event that Newton Public schools cancel, the youth Program will be cancelled.

For the time being, NCDF staff members will continue to work on site at all of the properties. Maintenance staff members are wearing gloves at all times while in common areas and apartments. Emergency work orders will continue to be responded to immediately while some routine work orders may be delayed until we have further information about COVID-19. As we do our best to avoid the spread of germs, residents are asked to please call or email the management or resident services office for any matters needing to be discussed rather than visiting the offices. NCDF's Resident Services staff members should be contacted if you have any concerns about how your basic needs can be met during this health crisis. While it is not mandated, it would be helpful to notify the management office if you have been infected with COVID-19 or are self-isolating due to exposure so that we can communicate with the local and/or state health department should there be a need to respond to a maintenance emergency in your apartment.

Extra care continues with cleaning and disinfecting the common areas at all of our properties while hand-washing and sanitation supplies remain available in the community rooms, common area rest rooms and in the lobbies. We ask that all residents and staff take precaution and be mindful of the recommended guidelines including the following:

- Wash your hands often with soap and water for 20 seconds. Use hand sanitizer if soap/water is not available.
- Take care of yourself if you are sick. Stay home to avoid spreading to others.
- Avoid touching your face-particularly your eyes, nose, and mouth.
- Avoid physical greetings including hugs, kisses, and handshakes.
- If possible, cough and sneeze into a disposable tissue and then discard it. Use your elbow only if you need to.
- Avoid communal food where people help themselves, such as a buffet.

All of us at NCDF will remain vigilant regarding the evolving situation and will adapt our practices as appropriate. We will continue to keep you updated as needed and encourage you to visit Mass.gov or the CDC website for more information.



425 Watertown Street, Suite 205, Newton MA 02458

Tel: 617-244-4035 • TDD: 800-439-2370 • Fax: 617-244-2160 • info@ncdfinc.org • www.ncdfinc.org