

Emergency Preparedness at our Westborough Campus

Weather-related disasters and emergencies are unavoidable—snowstorms, earthquakes, tornadoes, flooding and other inclement weather incidents. These types of situations tend to cause power outages and, even in communities as large and well-staffed as ours, Residents may feel the uneasiness that can come along with flickering lights.

With the weather-related storms of the past few years, our Residents have been able to remain calm and comfortable, not only because of the preparedness at SALMON Health and Retirement, but also because of their own knowledge of how things are handled on our campus.

Hello,

Over the years, The Willows, Whitney Place and Beaumont at Westborough have gone "above and beyond" in striving to maintain the well-being of our Residents and clients during any campus emergency due to weather or power loss. In 2011, we experienced many weather-related emergencies that called for dedicated teamwork and related knowledge. We have developed and implemented policies and procedures that are in compliance with The Joint Commission, The Massachusetts Department of Public Health and Homeland Security guidelines created in response to disasters and emergencies.

These policies and procedures were developed around our annual Hazard Vulnerability Assessment that helps us determine potential high-risk events. We are also an active member of the Massachusetts Long Term Care Mutual Aid Plan for Evacuation (MassMAP) and Re-sources/Assets; registered with HANN (Health and Homeland Alert Network); and attend educational programs to train staff members and managers.

Residents and families should feel confident we have the proper mechanisms in place to manage these types of events, including a generator hooked up to cooking equipment, a seven-day food and paper supply, and emergency water if needed.

Our campus has a well-organized and comprehensive plan for responding to different types of emergency situations. Our Residents and their family members should follow the instructions of our staff when on campus during an emergency. These plans are overseen by an active Safety Committee which meets regularly to consider our disaster response programs and to review, after the fact, each event that activates our emergency protocols and safety procedures. We learn a great deal from these reviews and are always improving our safety systems.

We experienced three significant events in 2011. In June, there were tornado warnings that prompted us to move people from the upper floors of Beaumont down to the first floor. All teams pitched in from each department. A month later, Hurricane Irene caused a power outage in all three buildings. As planned, our generators allowed us to maintain operations during the power loss for over 20 hours. In October, there was an early snowstorm that caused limited power outages, but no significant change to daily operations. All staff members were prepared to take action in each case and proved their commitment by taking on more responsibility throughout the buildings.

We feel that with our educated team and our commitment to emergency planning and procedures, each Resident should feel secure and safe on our Westborough campus, no matter what unavoidable emergency presents itself on our grounds. We will attempt to keep the responsible party of each Resident up-to-date on critical information. If you have any questions or suggestions, please feel free to contact us.



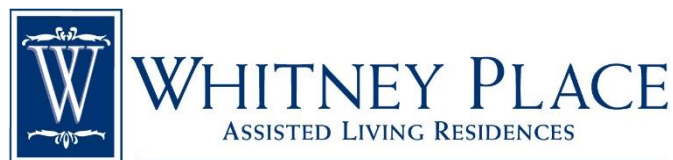
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To make communication during a potential emergency situation as efficient as possible, we ask that you or your family:

- Inform all family members who the point-person is for the entire family.
- Confirm that all contact information is up-to-date and correct.
- Share communicated updates with the rest of your family.
- Complete a "phone tree" of names, phone numbers and addresses to be used by the point-person.



The Willows Premier Retirement Community for Active Adults
One Lyman Street, Westborough, MA 01581

Whitney Place Assisted Living Residences
Five Lyman Street, Westborough, MA 01581

Beaumont Rehabilitation and Skilled Nursing Center
Three Lyman Street, Westborough, MA 01581