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NMG taking steps to protect staff, residents, consumers and community

EAGLE LAKE, Maine – Northern Maine General enacted significant steps of its Pandemic Plan this weekend, mostly in response to additional confirmed cases of presumptive COVID-19 in Maine and recommendations made by government agencies relating to the virus in general.

“NMG has a robust Pandemic Plan in place and has been preparing for such a situation for years,” said CEO Michelle Raymond. “We have implemented different stages of this plan over the past month, and are taking all necessary measures to protect our staff, residents, consumers and community.”

On Saturday, NMG closed its Mercy Home to the general public, with the exception of visitors to any residents who may be at End Stage of Life. (Questions may be directed to home Administrator Denise Raymond at 444-5152.)

On Sunday, NMG temporarily closed its Wellness Center. (Current memberships will be honored when the facility is reopened. Questions may be directed to Community Support Coordinator Lauri Raymond at 444-5152.)

Similarly, NMG has enacted recommended community precautions at all of its residential facilities, including its Waiver Homes and Franciscan Home, and all of its other facilities, such as its Central Office in Eagle Lake and its business office in Caribou. If any visitor has symptoms of fever, cough, sore throat or the person has travelled outside of the country in the last month, staff will ask the visitor to reschedule. All visitors to residential facilities will be assessed for fever.

Our mission is to provide individuals with the highest standard of care and help all of the people we serve enjoy life to the fullest potential.

NMG's Pandemic Plan addresses many other aspects of pandemic situations, such as maintaining an appropriate amount of food, medical items, personal protective equipment, and other supplies; enforcement of additional safety and cleaning measures; and the monitoring of any health changes in staff and consumers.

For example, NMG is now assessing staff for symptoms at the start of each shift; increasing bleach concentration of surface cleaners to follow CDC's new recommendation relative to COVID-19; using telephone and teleconferencing instead of in-person meetings whenever possible; using that facility's most "contained" location if a meeting must take place; practicing social distancing, such as avoiding gatherings; and re-teaching hand-washing, including to residents and consumers.

"We are well prepared, and we appreciate everyone's understanding as we carry our plan forward to manage this serious health matter," said Raymond. "We will continue to provide updates on our Facebook page (<https://www.facebook.com/NMGeneral/>), website (<http://nmgeneral.org/newsevents/>), and through written notices."

Northern Maine General is a nonprofit social services organization serving Aroostook County, with business offices in Eagle Lake and Caribou. Founded in 1907, NMG provides long-term care, rehabilitation, home and community supports, behavioral health services, target case management, and consultation services and resources. Contracted services include subsidized apartments.

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