



*Newborn Nurses, NBN Infusions, New Behavioral Network,
New Behavioral Network- Delaware, Inc.*

March 18, 2020

Hello NBN Community,

In response to the COVID-19 pandemic, our top priority at The NBN Group is the health and safety of our team, clients and communities served across the state. Our thoughts are with our clinicians who are on the front lines taking care of patients, and with those working to prevent the spread of COVID-19.

We have taken important steps to protect our employees, patients, and families. This includes providing educational resources and tips to all staff in regards to COVID-19. We have a team devoted to monitoring the data from the CDC and local state health organizations. We are using this guidance to make informed decisions while also making every effort not to disrupt the care of our patients and families. Our goal is to continue to provide a high level of service to our clients in a safe manner.

We are 100% operational and our team remains prepared to help the industry through these unprecedented times. With that being said, if you are receiving in home nursing or behavioral services, please be prepared for potential disruptions in your typical schedule. Some of our staff members are also affected by school closures, illness precautions, or family members needing care during this pandemic. We will continue to do everything in our power to provide your scheduled services.

Whether you are a staff member, an existing patient/family, or a community member in need, please do not hesitate to contact us if we can be of assistance. If you have any questions or concerns, you can reach out to our Quality Assurance team at ngallagher@nbn-group.com.

We know much has changed in your lives and plans, and that can be unsettling. On behalf of the entire NBN Group, we want to thank you for your confidence in our work during this tentative and challenging time.

Remember to follow any state/national mandates and CDC/public health guidelines as they evolve to help contain the spread of COVID-19. We will get through this together with the same spirit of resourcefulness and cooperation that has always been so deeply rooted in the home care and hospice communities. Our Vision at the NBN Group is to be the champion provider of the highest quality integrative home healthcare and behavioral services. We will continue to adhere to that Vision to the fullest extent possible throughout the remainder of this pandemic, and beyond.

Thank you,

The NBN Group

2 PIN OAK LANE • CHERRY HILL, NJ 08003

OFFICE: 856. 669. 0211 • FAX: 856. 424. 8913

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