

Dear Neighbors,

I am writing on behalf of the hospital to sincerely apologize for the disruption you have experienced as a result of the picketing activity near our campus, including the excessive noise, unacceptable conduct and reports of public intoxication-related activity that have affected the peace and quiet of the surrounding neighborhood.

We recognize that our neighbors did not choose to be part of this labor dispute, and we regret that the activity outside the hospital has intruded on your homes, routines, and quality of life. We are especially sorry for the noise during early morning, evening, or nighttime hours, when families should be able to rest without disturbance.

We respect the right of individuals to engage in lawful picketing and to make their voices heard. At the same time, that right must be exercised with consideration for patients, families, staff and the residential community around the hospital. Excessive noise and disruptive behavior are inconsistent with the healing environment our patients need. This is not acceptable for our patients or for the neighbors who live closest to our campus.

We have raised these concerns directly with the Massachusetts Nurses Association, sent a cease-and-desist letter to their counsel, and have asked that picketers reduce noise levels, avoid unnecessary disruption and be mindful of the impact their actions have on nearby residents and hospital patients. We are also continuing to ask public safety partners to help ensure that any demonstrations remain safe, lawful, and respectful of the community.

Please know that we take your concerns seriously. We are grateful for your patience and for the longstanding support our neighborhood has shown the hospital. We will continue working to minimize disruption and to keep open lines of communication with those who live and work closest to our campus.

Again, I am sorry for the disturbance this has caused you and your families. We value being part of this community, and we are committed to being a good neighbor.

Sincerely,

Giles Boland, MD

President

Brigham and Women's Hospital

Brigham and Women's Physicians Organization