



March 30, 2020

Dear Residents, Patients, and Family Members of Notre Dame Health Care,

We are all concerned about the spread of the COVID-19/Coronavirus and how it may impact us here at Notre Dame Health Care (NDHC). **Ensuring residents and patients are cared for in a safe and healthy environment and manner is our greatest concern. We thank you for the role you are playing in helping to keep your loved one, and all those we serve, safe and healthy in these trying times.**

Like many healthcare organizations, we are now faced with the direct impact of the COVID-19 virus on our own campus. In spite of extraordinary efforts to prevent the introduction of the virus, we are now seeing several cases among our resident population. From all of the advisories we have received, we do believe we will see more cases in the coming weeks. **We will reach out to family members individually if a resident family member has been affected.**

We have reinforced all CDC recommended protocols in our facilities including even more stringent sanitation procedures and we are presently evaluating the use of masks for all employees. We continue to work to further minimize contact with and between residents. Please know we are taking every precaution to protect those in our care.

Please be aware that Notre Dame Health Care is following the directives of the CDC, CMS, DPH and EOEPA on prevention and containment measures. We have been screening all Notre Dame Health Care employees for more than two weeks and have restricted visitors to our campus in accordance with all directives. We continue to monitor and implement CDC, CMS, DPH and EOEPA directives as they are updated. We are as “ready” as we can be and will certainly keep you apprised as appropriate.

We understand that connecting with loved ones is incredibly important, and there are a variety of other ways you might consider maintaining contact with those you care about. These ways include, but are not limited to, telephone, email, text, or through Facetime, Skype or Facebook. Please let us know how we can help facilitate communication for you.

If you have additional concerns, please feel free to contact me or the Executive Directors of the assisted living residence, long term and rehabilitation center, or hospice and palliative care programs at 508.852.5800. We'd be happy to share future updates electronically if you would prefer, please contact your respective facility to provide your email address.

For additional information, please visit the CDC's coronavirus disease information page at <https://www.cdc.gov/coronavirus/2019-ncov/>. For additional information on NDHC's policies and procedures please visit <https://www.notredamehealthcare.org/notre-dame-health-cares-response-covid-19-coronavirus-concerns-2020/>.

We are deeply aware of how concerning the COVID-19 situation is in our communities and at Notre Dame Health Care—it is, after all, home to our residents. Thank you for your continued support and for being a valuable member of our community.

With gratitude,

Karen M. Laganelli, M.H.A.
Chief Executive Officer