

# NOTRE DAME HEALTH CARE

*Renewal, Refreshment, and Healthy Living*



March 17, 2020

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

We know that you may be 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.**

At this time, we don't have any cases in our long term care, assisted living, hospice, or palliative care programs and facilities. The Centers for Disease Control and Prevention (CDC), the Centers of Medicaid and Medicare Services (CMS), the Commonwealth's Department of Public Health (DPH) and the Executive Office of Elder Affairs (EOEA) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our facilities. We remain in close contact with the local and state, and federal health departments, and we are following their guidance. We do, however, need your help in battling COVID-19, and we have some examples of how you can help protect residents, as well as prevent the spread throughout our local and residential community.

For family members and friends, please note that we are not allowing visitors to Notre Dame Long Term Care and Rehabilitation Center or du Lac Assisted Living Residence until further notice. The only exception will be in the case of certain compassionate care situations such as end-of-life, or for the provision of medically necessary services by an essential healthcare provider (HCP). Under these circumstances visitation will be permitted (with the use of a face mask) only after passing a thorough screening process.

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.

Please be aware that Notre Dame Health Care is following the directives of the CDC, CMS, DPH and EOEA on prevention measures, including following strict handwashing procedures, and in appropriate circumstances, wearing gowns, gloves, and masks when interacting with residents when required. We also are monitoring and implementing CDC, CMS, DPH and EOEA directives as they are updated. We have activated our emergency preparedness plans for infectious disease outbreaks, including re-educating our staff, residents, volunteers, and family members, and are making revisions to our protocols as necessary.

We will notify you if any residents or staff are diagnosed with COVID-19. In the meanwhile, 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.

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/>.

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