



April 13, 2020

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

Thank you for all you are doing to keep your loved one, and all those we serve, safe and healthy in these trying times as we work together to face 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 seeing cases among our resident populations at du Lac Assisted Living Residence and at our Long Term Care and Rehabilitation Center.

Please know, we will reach out to family members individually if a resident family member has been affected.

We are committed to ensuring any resident in our facilities who tests positive is cared for in accordance with official guidance to best ensure their recovery. This could mean hospitalization, a stay at a specialized recovery facility, or even staying here at Notre Dame Health Care under proper infection control and isolation protocols. Thankfully, many who test positive recover well and some of our residents are already returning back home to us here at NDHC.

We hope you will take comfort in knowing that our pastoral and spiritual care teams are reaching out to residents and patients regularly and to family members as needed. We continue to modify our resident and patient engagement practices to provide creative ways to continue with resident “activities” without having to physically “gather.” Our exceptional staff is doing everything possible to mitigate the spread and to keep residents engaged and happy during this incredibly difficult time.


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 weeks, are requiring the use of medical grade masks for all staff at all times, and have restricted visitors to our campus in accordance with all directives. We have also secured personal protective equipment (PPE) to further reduce the spread of the virus as well as protect our workers appropriately.

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.

We will continue to keep you apprised as appropriate.

For additional information, please visit the CDC’s coronavirus disease information page at <https://www.cdc.gov/coronavirus>. For additional information on NDHC’s policies and procedures as related to the COVID-19 response, please visit <https://www.notredamehealthcare.org>. We are updating our website regularly with helpful information.

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