



May 29, 2020

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

These past several months have been an extraordinary time for all. The COVID-19 pandemic continues to test the known “best practices” for infection control as we strive to stop the spread and keep our staff, residents, patients and your loved one safe and healthy. We continue to be so very grateful to our entire “Notre Dame Health Care Family” as we continue to work together in managing the direct impact of the COVID-19 virus on our own campus.

As we’ve shared previously, we have worked very hard to follow all directives of the CDC, CMS, DPH and EOECA on prevention and containment measures.

We continue to screen all Notre Dame Health Care employees for COVID-19 symptoms, 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 and our residents appropriately.

We have completed baseline employee testing at our long term care center and are in the process of completing testing for the remainder of our employees including our assisted living residence, our hospice and palliative care teams and our administrative staff. As we have done all along, all staff who exhibit symptoms will continue to be referred for medical attention through their primary care physician.

To ensure we can provide the best care and protect our residents, we completed baseline testing for all residents (in both our long term care center and assisted living community) several weeks ago and continue to test as symptoms warrant. Residents are separated/cohorted or quarantined as appropriate and in accordance with mandated protocols to help mitigate spread.

As of this writing we have 31 confirmed resident cases at our assisted living residence and 58 confirmed resident cases at our long term care center. We are saddened to report the loss of 9 residents from du Lac and 31 from long term care who succumbed to the virus or had symptoms. We continue to grieve their loss, and to pray for them and their families.

Thankfully, many of our residents who tested positive have recovered well, and this number is increasing every day. We are so grateful for this blessing.

**Please know that we will continue to reach out to family members individually if your loved one has been affected or has a change in status.**

We hope you will take comfort in knowing that in addition to our nursing and social service staff, 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.

We have also been working very hard to take care of our dedicated and compassionate workers who have selflessly made sacrifices of their own during this challenging time in order to care for our residents and patients. Some of the ways we've tried to ensure they are supported include:

- ✓ Hero Pay to supplement normal hourly wages
- ✓ Increased the amount offered for Employee Hardship Loans
- ✓ Increased the volume of Emergency Grocery Store Gift Cards for employee access
- ✓ Quarantine Pay for employees testing Positive for COVID-19 to cover absences

We are honored to serve our residents and patients and take that privilege very seriously. We know how difficult it is for families to be unable to visit with their loved ones. Please know that our caring and dedicated staff earnestly tries to fill that void as best they can, every single day.

There are still many unknowns as we move forward and try to navigate the ever-changing "rules" which would potentially allow some form of visitation while still balancing the need to ensure the health and safety of those we serve. We all want the spread to stop so that we can soon get to something more "normal"—though this "new normal" will likely be very different than what we've been accustomed to in the past.

Together we will move on—with faith and hope for brighter days ahead.

If you have additional concerns the Executive Directors of our service delivery programs are happy to speak with you. Please feel free to call our assisted living residence (Jessica Morreale 508-852-5800, X2104), long term and rehabilitation center (Emmanuel Ikomi 508-852-3011, X3110), or hospice and palliative care programs (Susan Keefe 508-852-5505).

We'd be happy to share future updates electronically if you would prefer, please contact your respective facility or program to provide your email address.

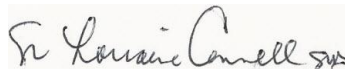
For more information, please visit the CDC's coronavirus disease information page at <https://www.cdc.gov/coronavirus>. For additional information on NDHC's policies and procedures as related to the COVID-19 response, please visit <https://www.notredamehealthcare.org>. We are updating our website regularly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



Lorraine Connell, SNDdeN  
Board Chair, Notre Dame Health Care  
On Behalf of the NDHC Board and  
The Sisters of Notre Dame de Namur