



January 2022

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

Thank you for your continued patience and the role you are playing to help keep our staff, residents, patients and their families safe and healthy. These past two years have certainly been a challenge for healthcare providers as we all work to mitigate the effects of the ongoing COVID-19 pandemic.

The impact of COVID-19 at Notre Dame Health Care has been intense, from the financial to the emotional; in a nutshell, it has been hard. But we continue to push forward, giving it our all. Given the ongoing surge and new variants of the virus around the world, we know there will still be difficult times ahead. We are resilient, as prepared as we can be, and unwavering in our commitment to our mission to provide compassionate care and exemplary service to our residents, patients, families and students, even during the midst of this seemingly unending pandemic.

As an organization with multiple service lines, Notre Dame must follow all mandated protocols that regulate our work. You may not be aware that these mandates are **different** for each of our programs. We work very hard to follow all directives of the CDC, CMS, DPH, EOE, and OSHA on COVID-19 prevention and containment measures. Our goal is always to follow the very best practices to ensure the health and well-being of all we serve.

I encourage you to visit our website for the most current updates and memos from each of our service lines. We are utilizing our "COVID-19 Update" webpage, <https://www.notredamehealthcare.org/covid-updates/>, as a place for you to find the latest and most relevant information. We post there frequently in order to help share information quickly and efficiently. And, if any situation arises relative to your loved one in our care, we will reach out directly to you as quickly as we can.

If you have additional questions or concerns, the Executive Directors of our programs are happy to speak with you. Please feel free to call our assisted living residence (Jessica Morreale (508) 852-5800, x2104), long term care and rehabilitation center (Carol Kapolka (508) 852-3011, x3110), our hospice and palliative care programs (Susan Keefe (508) 852-5505); or our Educational Bridge Center (Steve Small (508) 852-5800 x2514).

Through all the challenges, we remain committed to providing our mission-centric programs and services in a safe and responsible manner. We are grateful for your faith in our work and for staying strong *with* us as we move together toward a brighter tomorrow. We know it will come.....not as fast as any of us would like, but it will.

Thank you for your continued support. May God's love and care be upon you always.

With gratitude,

A handwritten signature in cursive script that reads "Karen M. Laganelli".

Karen M. Laganelli, MHA
Chief Executive Officer