



March 26, 2020

Residents and staff, families and friends:

As you know, Mercy Circle continues to monitor information regarding COVID-19 cases and updated reports and guidelines for Chicago, especially the southwest sector, and for Illinois. At this time, we are grateful to report Mercy Circle does not have any incidents to date.

We faithfully follow all the guidelines issued by the Centers for Disease Control and Prevention as well as the Illinois and Chicago Departments of Health. Like them, our goal is to sustain current, effective precautions and to implement new ones designed to reduce exposure to this virus for our residents and staff members.

Currently, Mercy Circle has

- Complied with Illinois Gov. J.B. Pritzker's "Stay-At-Home" Executive Order by directing all residents to stay in their homes
- Implemented a system for delivering all meals to residents' apartments
- Cancelled all internal and external communal gatherings, including dining and group activities and bus trips
- Restricted all visitors for residents, except when compassionate care is necessary for a very few residents
- Instituted screening following CDC guidelines for all staff members at the beginning of each shift
- Connected residents with their families and friends using a variety of technologies
- Devised a variety of communication channels, from flyers to our in-house TV channel, to frequently remind residents and staff about the importance of social distancing and proper hand hygiene as well as updates in practices at Mercy Circle
- Scheduled weekly calls to family members to report on the well-being of assisted living and skilled nursing care residents

We are committed to keeping our residents and their families, staff members and you apprised of evolving policies, protocols and practices at Mercy Circle.

Blessings,

Frances Lachowicz
Executive Director