



May 16, 2020

Dear Residents, Family Members and Staff Members,

We received notification from two staff members late Friday evening that they just received positive test results for COVID-19. Neither provided direct care to residents. Both part-time employees—a housekeeper, who has not been on our campus since April 26, and a dining services worker—are recovering at home. Please respect the privacy of these individuals by observing HIPAA's confidentiality regulations.

In consultation with the Chicago Health Department; Moira McQuillan, M.D., our medical director; and Trinity Health, our management company, Mercy Circle has taken the following action to mitigate the spread of the virus:

- Disinfect and clean thoroughly all areas of the kitchen and adjacent areas
- Add face shields, in addition to masks and gloves, for all dining service workers
- Increase social distancing for workstations in the kitchen area
- Encourage staff members, especially those who worked with these two employees, to take the test for COVID-19
- Continue to conduct ongoing education and training about infection control, hand-washing hygiene and social distancing
- Expand a contactless meal delivery process

A total of 32 tests have been taken by 30 Mercy Circle employees, including two people who have been tested twice. As of today, the test results indicate 13 staff members received a negative result and five tested positive for the virus. Of the remaining 14 test results, 13 are pending and one is inconclusive.

At this time, there are no confirmed COVID-19 cases among our residents.

This letter also serves as Mercy Circle's compliance with a recent additional guideline published by the Illinois Department of Public Health requiring us to notify all residents, their families and personal contacts, as well as employees when we learn about a positive COVID-19 diagnosis for a resident or a staff member.

In addition to the five actions detailed above, Mercy Circle complies with recommended protocols and practices to abate the spread of the virus including the following:

Staff members who are

- Screened, including temperature, two times per shift
- Consistently assigned to specific areas in the community

- Not allowed to work if they have symptoms related to COVID-19 and are directed to isolate at home until they are symptom-free and cleared to return to work
- Directed to practice hand-hygiene, universal masking and social distancing when it is possible to do so while providing care
- Directed to follow strict infection control measures while at work

Residents who are

- Screened three times a day for any signs of COVID-19 if they live in our long-term care, memory care and assisted living units
- Screened, including temperature, and self-monitored daily for signs of COVID -19 when they reside in independent living; if they detect symptoms, residents should contact their physician and then notify our Director of Nursing Anita Ajayi, RN, at extension 3664, because she is responsible for tracking data for Mercy Circle
- Advised those in independent living only to leave the community for essential visits, such as physician visits and errands for medications and groceries
- Encouraged to practice hand-hygiene, universal masking and social distancing

Mercy Circle also

- Maintains a strict no visitor policy with the exception of end-of-life visits for which approved visitors are screened and required to wear a mask
- Continues to suspend all gatherings and communal activities and dining
- Disinfects through each day high-touch common areas
- Has an adequate inventory of PPE and medical supplies
- Reports appropriate and sufficient staffing for all levels of living and care
- Continues to employ droplet and isolation precautions for residents in our skilled nursing care unit

We hope the way our staff members and residents collaborate to combat COVID-19 provides you with a sense of security and comfort regarding the threat of this virus.

If you have any suggestions or questions, please contact me at 773-253-3627.



Frances Lachowicz
Executive Director