



May 18, 2020

Dear Residents, Family Members and Staff Members,

We received notification of test results for additional staff members late on Sunday and throughout today. These test results indicate one more staff member, who is on our dining services team, has tested positive for the virus and is recovering at home. Please respect the privacy of all staff and residents by observing HIPAA's confidentiality rules.

During the last several weeks, 33 tests to detect the virus were taken by Mercy Circle employees. As of today, the test results indicate 21 staff members received a negative test result and six tested positive for the virus. We still are awaiting outcomes for five test results and one test result is inconclusive.

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

We continue to implement additional precautions in consultation with the Chicago Department of Public Health; Moira McQuillan, M.D., our medical director; and Trinity Health, our management company.

Mercy Circle has taken the following actions 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 all dining staff members 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

In addition to the above actions, 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 throughout 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

This letter also serves as Mercy Circle's conformity with a guideline from 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.

We encourage our staff members and residents to be mindful that our battle against COVID-19 endures. We must continue to do our best as we anticipate more changes as we progress through the phases of Restore Illinois.

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



Frances Lachowicz
Executive Director