

To Our Village of Mercy Creek Residents and Family Members:

As a senior living provider, being on the front lines of dealing with the pandemic crisis has been challenging at best. Our associates are so dedicated to serving you, our residents. I think you know the extraordinary measures that have been put in place over the past weeks to ensure the safety of our associates and residents alike.

Today we were notified by a Village of Mercy Creek associate that they have tested positive for the COVID-19 virus. **This particular associate has not worked in the facility in the past 24 days.** I want to reassure you that due to the timing of the associate not working in the building, we do NOT believe that the associate acquired the infection on the campus. Because of the associate's adherence to our call-in policies and the infection control measures that had already been in place during the time that the associate was in the facility, we are confident that the appropriate infection prevention techniques were in place. It is important to know that a "quarantine" period of 14 days is typical from the time of infection as public health monitors new diagnosis in a communal setting. Since we are well beyond the 14 days, we feel that this is an isolated incident.

We will continue to do everything possible to ensure we prevent the spread of this virus within our facility. The safety of our residents and associates continues to be our most important concern. We are in very close communication with local and state health officials to ensure we are taking the appropriate steps at this time. Our staff and residents are following the recommended preventative actions.

We have no additional residents or staff members who are exhibiting any signs of infection at this time. Please know that we are doing everything within our power to mitigate the spread of the virus within the building. Per our discussions with local health departments we are following all guidance we are receiving regarding protection for our staff as well as the other residents. Their recommendations at this time are to MONITOR all residents and staff across the community. There is NO recommendation to test anyone for the COVID-19 virus unless they would become symptomatic.

We understand that this is a time of anxiety and unknowns for all involved. 100% of our efforts are geared towards the safety of your loved ones. We are asking that you do not call the facility directly, as that will pull very limited resources away from caring for the residents.

Should you have any questions, please visit our Village of Mercy Creek Facebook page or the **Franciscan Ministry COVID-19 Web Page - www.franciscanministries.org/coronavirus-response/** for daily updates and information. Our pledge is to update that page daily with any new information. The best case scenario is that there is nothing new to report.

For additional information, please visit the CDC's coronavirus disease information page.

Sincerely,



Judy Amiano
President and CEO

