

LEXINGTON

HEALTH NETWORK®

Dear Valued Patients, Residents, Family Members, and Staff,

Thank you for your cooperation and understanding as we continue our preventive measures against the Coronavirus (COVID-19.)

The health and safety of our Lexington Health Network patients, residents, families, and employees remain our highest priority. As the Coronavirus health crisis continues, we recognize the importance of sharing information and updates. Patients, residents and families have been notified in facilities where patients have tested positive for the virus.

We are doing everything possible to mitigate the spread and continue to work closely with the Illinois Department of Public Health (“IDPH”), the Centers for Disease Control (“CDC”) and local health officials.

“Your efforts don’t go unnoticed”

This week has been designated by health care organizations as *Careers in Aging Week*. This awareness campaign focuses on the noble calling of caring for our senior population, which has never been more important. Every day, through the COVID-19 crisis and beyond, we see the dedication of our Lexington Health Network team members as they address the medical needs and social wellbeing of our patients and residents. This abiding commitment is appreciated by the community and family members as demonstrated in messages posted to our Lexington Health Network Facebook page and through our dedicated email address:

connect@lexingtonhealth.com.

- *“Thank you, Lexington workers, for caring for my Great Grandmother. Your efforts don’t go unnoticed.” Family Member, Lexington of Bloomingdale*
- *Thank you! Your work is so important!” Christina*
- *“Thank you for everything you do, especially during this time.” Sarah*

“They know someone is there for them, and it means so much”

As visitor restriction continues in adherence with CDC precautionary measures against COVID-19, our staff have been keeping families connected via phone and video chat. Additionally, our Activities teams are finding creative ways to generate engagement, including:

- Support and encouragement through one-to-one visits by our dedicated team members. *"This means so much to residents. They know someone is there for them, to see how they're doing and if they need anything. And always, the response from residents is, 'Thank you for checking on us. This means the world to us.'" Loretta, Lexington of Lombard*
- Creative ideas and themes include: Root Beer Floats served personally against a backdrop of 50's music, and fortune cookies with uplifting quotes inside. *"Overall, I have been focusing on keeping patients' spirits high and spreading optimism, joy, and hope." Tandra, Lexington of La Grange*
- Room bingo, room crafts, and an ice cream parlor on wheels are among Lexington of Orland Park's engagement activities.
- Throughout Lexington's facilities, we continue one-to-one exercises, specialty snack breaks, strolling karaoke, adapted spiritual services, birthday party celebrations, and more to keep patients and residents engaged and active.

"Giving back to those who give so much"

As our nation battles the coronavirus pandemic, the valiant efforts of our team members have inspired the support and generosity of our communities, including family members, neighboring businesses, medical practices, schools, local organizations and fellow staffers. Over the weeks, we have been fortunate to receive an outpouring of kindness. New to the list this week:

- *Jim Obenauf of Obenauf Auction Service* in partnership with Lexington's own Director of Business Development, *Lisa Hansen*, generously donated five boxes of Personal Protective Equipment ("PPE"), which included masks, gowns, gloves, hand sanitizer and more.
- *LADSE*, a vocational organization for young people, collaborated with *Great American Bagel in Western Springs* to provide meals for all three shifts at our La Grange location. LADSE and Lexington have a long-standing relationship developed by our Director of Environmental Services, *Isabell Villalpando*. Isabel has provided opportunities for the young men and women of LADSE to obtain real-life work experience as they prepare for life after high school.
- *Yolis Tamales of Chicago* provided delicious Mexican cuisine for every shift of our hard-working heroes at our Lake Zurich location.
- *John Korn* of New Jersey, a childhood friend of Lexington's CEO, generously donated masks.

- Lexington's former head of Human Resources, *Jennifer Kupres*, generously purchased pizza for all shifts at multiple locations.
- Thank you to the *Yu, Pope, Bailey, Mazurek, Zabon, Kleinhans, Riehle, Hein, Chiarelli, Galloway, Kathehos, Mercado, Reed, Harrison, Rowe* and *Genovese* families for their spirit-lifting, appetite-satisfying generosity.

We are so grateful to all who have demonstrated their appreciation for our front line warriors. If you would like information on how to show support for our team members, please email connect@lexingtonhealth.com.

Again, the health and safety of our Lexington Health Network patients, residents, families, and employees remain our highest priority. Thank you to everyone for your patience and support as we continue to do all we can to keep you informed and connected.

We are doing our best to take calls requesting information. To help address some of your questions, we have prepared a Frequently Asked Questions page, which you can access at <https://bit.ly/2wOw6cI>

If you have additional questions, please call (630) 748-3552, Monday – Friday, between 8:30am and 5:00pm.

For the latest Coronavirus insight and preventive measures, we invite you to visit www.cdc.gov.

Stay safe and be well.

Sincerely,

Martin A. Cauz
Chief Executive Officer

Karim Yunez, M.D.
Chief Medical Officer