



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.

"Look for the helpers."

As we unite as a nation – and as a community – to prevent the spread of COVID-19, our health care heroes continue to inspire us with their acts of compassion, kindness, and courage. You may be familiar with the Mr. Rogers quote, "When I was a boy and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping.'"

These reassuring words are more applicable now than ever. And while this global pandemic will be noted in history books, so will the extraordinary deeds of our front line warriors.

This sentiment echoes throughout our country and is articulated in letters to our Lexington team members.

“Words cannot express how grateful I am – how grateful we all are – for our health care professionals, but especially right now. I hope each of you working in the field know how many people are behind you and rooting for you. We wouldn’t be able to get through this without you.” Lindsey, Washington, D.C.

“God bless you all in your special calling. Thank you and be safe.” Mary Ann, Illinois

“Thank you for your selfless dedication ...we see you. We see the sacrifice it takes to walk through those doors in a time of so much uncertainty, and we thank you every day.” Brea, Denver

“Creates an even greater sense of community...”

While sustaining the fight against COVID-19, our team members are working diligently to buoy spirits among our patients and residents. We appreciate the cooperation and understanding of loved ones during adherence to the CDC’s visitor restriction policy and are keeping families connected via video chat and phone calls. Additionally, we are encouraging engagement within our facilities in various ways.

- Theme days for both staff and residents such as wearing their favorite color. (*“It’s fun to see who shares the same favorite color. And, in general, this type of activity creates an even greater sense of community.” Jennifer, Lexington of Schaumburg*)
- Utilizing Blue Tooth speakers to play music in the hallways. (*“We play upbeat 50s songs and some of our patients even request a tune or two. It’s uplifting...and if they’re smiling, so are we.” Laura, Lexington of Lake Zurich*)
- This week, we began participating in *Pandemic Pals* - a unique program for long-term care residents to correspond with young adults with special needs. This beautiful partnership offers an opportunity for both our residents and students who are home and sheltering in place to share thoughts, feelings, ideas and even some jokes. We are beginning this initiative with several residents

at Lexington of Schaumburg who will receive their first email letter today and will correspond weekly.

- We continue our door-to-door and overhead bingo, one-to-one exercises, specialty snack breaks, strolling karaoke, adapted spiritual services and more to keep patients and residents engaged and active.

“In support of our health care heroes...”

Throughout the Coronavirus crisis, the communities we serve have been generous and thoughtful in support of our team members. We’re infinitely grateful to all who’ve shown their appreciation for our health care heroes. Examples include the following:

- Family members, friends, referring partners, fellow team members, and neighboring medical practices have provided food and snacks, including *the Batinich family*, who purchased delicious meals for team members at Lexington of Schaumburg and Lexington of Elmhurst. Others who've extended their generosity include: *Dr. and Dr. Rodt, Dr. and Mrs. Callahan, the Faut and Rood families, Patti McCarten, Tina Janda, Lisa Hansen, Ellen Hood, Daniel Feeney, and Amy Meister.*
- Businesses who've provided food/beverages for our health care heroes include: *Jarosch Bakery of Elk Grove Village, Rosati's Pizza of Lombard, Clarendon Addison, The Radcliffe in Wood Dale, Domino's Pizza of Elmhurst, Dunkin' Donuts, Starbucks, Chipotle, and Jimmy John's.*
- *Shirt Printing 4U* in Countryside has provided our frontline heroes an opportunity to design custom shirts. This generous act allows each Lexington location to create unique shirts to proudly display who they are and what they do.
- *Nicholas Joseph Custom Tailors* of Chicago secured a large shipment of Personal Protective Equipment (“PPE”) for Lexington

Health Network. Owner Nick Hansen personally dropped off the supplies to avoid additional shipping time.

- The community group, *Moms Making Masks and More*, created and donated 325 masks to LHN facilities.
- *ATI Dental Care* of Naperville donated PPE to Lexington of Bloomingdale.
- *JC Licht Home Décor* donated PPE to Lexington of Lombard.
- Lexington of Lombard's Medical Director, *Dr. Yoko Momoyama*, donated masks to Lexington of Lombard and Lexington of Elmhurst.
- *JOANN Fabric* of Bloomingdale provided material for masks.

The list of benevolent gestures goes on and we thank the families, individuals, businesses and fellow staffers for their support. We will continue to highlight these acts of kindness.

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/2wOw6cl>

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