



Dear Valued Patients, Residents and Family Members,

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. These agencies have shared positive feedback on our prevention and response measures.

In addition to keeping you updated about our precautions, we want to take a moment to provide insight regarding the extraordinary dedication of our staff, ongoing engagement activities for patients and residents, and the outpouring of support by our community.

### **STAFF APPRECIATION**

Although what we are facing as a nation, the COVID-19 Pandemic, is an unprecedented challenge, we are also experiencing a time in our history when our eyes have been opened, and we are seeing what's possible, or what could be. The humanity and compassion demonstrated by our health care heroes on a daily basis provide light and hope. We have heard from many of you across the country via comments on our

Lexington Health Network Facebook page and/or our connect@lexingtonhealth.com email.

Our staff deeply appreciates the messages of gratitude, which include:

*“Lexington will always be a special place for me. Unbelievably dedicated professionals who, through their devotion to the residents, inspire everyone to be better than they ever thought they could be. Thank you for all you do every day!”*

*“Thank you. Thank you. You are the heroes of today's story and your hard work and dedication to keep our family members safe and well has not gone unnoticed. Please stay strong. Please stay safe.”*

*“Thank you for staring a crisis straight in the eye and for all the times you've had to tell yourself, ‘I got this.’ There are not enough thank yous in the world...”*

## **THANK YOU, PATIENTS, RESIDENTS, AND FAMILY MEMBERS**

In addition to our health care heroes on the front lines of the Coronavirus pandemic, we appreciate that you, our Lexington Health Network patients, residents and family members, are part of the global effort to stop the spread. We understand how difficult it is to be separated from loved ones, and we are grateful for your adherence to the CDC's visitor restriction policy. In these trying times, our team is committed to connecting families via video chat and telephone, and keeping our patients and residents engaged in some of the following ways:

- Strolling Karaoke by our managers and staff
- Door to Door and Overhead Bingo
- One-to-One Exercises
- Specialty Snacks

- Since we are restricted from traditional spiritual services at this time, we are adapting by printing prayers, praying with patients, and connecting residents with religious television programming. (*"Our residents feel that this was the best thing we could have done out of all other things during this time. It brought tears to my eyes. "* - Myrna, Activities Director, Lexington of Bloomingdale)

## **COMMUNITY SUPPORT**

Lexington Health Network has been a part of the community for over 35 years. During this time, we have forged important, supportive relationships with our referring partners, vendors, and neighboring businesses that have extended their generosity to our team members. Some of the many examples include:

- *Dr. Yoko Momoyama* facilitated a mask donation that included 400 disposable masks and 200 KN95 masks. Cornerstone Chinese Church delivered the masks to Lexington of Elmhurst.
- *Shirts Printed 4u of La Grange* is creating T-shirts for our team members at cost.
- *Chipotle* in Hoffman Estates donated lunch to our team at Lexington of Schaumburg.
- *Starbucks* of Western Springs donated coffee to the team at Lexington of La Grange.
- *Optum Insurance Group* provided lunch to Lexington of Chicago Ridge.

We are incredibly proud of our employees' dedication and tireless efforts to keep our patients, residents and families safe and engaged during this challenging time, and are touched by the countless acts of kindness and generosity.

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](http://www.cdc.gov).

Stay safe and be well.

Sincerely,

Martin A. Cauz  
Chief Executive Officer

Karim Yunez, M.D.  
Chief Medical Officer