



May 8, 2020

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 and staff 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.

As we come together as a nation, as a community, and as a health care organization to battle the COVID-19 pandemic, we are equally unified in our admiration and respect for our front line heroes. Every hour of every day, our health care work force continues to care for the most vulnerable of our population.

“This is the best and greatest time to be a nurse. I am proud of what we are and what we do”

While the work of our country’s nurses has always been a source of inspiration, an even greater spotlight shines upon their profession during the designation known as *National Nurses Week*, which takes place annually May 6th – 12th.

Here at Lexington Health Network, we could not be more proud of our nurses and their unwavering commitment as we move through this challenging chapter in our nation’s narrative. We are awed by the selflessness and humanity demonstrated by our nurses.

Lexington Health Network nurse, Cecilia Payoyo, shares what it means to answer this noble calling.

"We celebrate our dedicated and compassionate co-workers who continue to work, no matter what the situation appears to be. We cry like a river and laugh like a clown, but our heart and spirit endure, hopeful that we get through these times remembering how much we LOVED and CARED and SHARED. This is the best and greatest time to be a nurse. I am proud of what we are and what we do. I LOVE MY JOB." Cecilia

Thank you to all of our nurses throughout Lexington Health Network; at our Skilled Nursing and Physical Rehabilitation Centers, Lexington Square Senior Living, Eastgate Manor Supportive Living and our Home Health Care divisions. We are grateful beyond measure for your compassion, caring and love for our patients and residents. We thank you for being part of the Lexington Health Network family.

"We are creatively keeping patients and residents engaged and connected"

Because COVID-19 CDC Guidelines mandate visitor restriction and the suspension of group activities, we are arranging video chats and telephone calls with loved ones, and our Activities Teams are coming up with innovative ways for keeping patients and residents engaged, including:

- The acknowledgement of Teacher Appreciation Week at Lexington Square of Lombard with flowering plants presented individually to retired teachers
- A socially-distanced birthday party parade at Lexington Square of Elmhurst which was featured on NBC 5 Chicago
- Ongoing activities include: overhead bingo, one-to-one exercises, specialty snack breaks, strolling karaoke, adapted spiritual services, holiday celebrations, virtual music games, special theme-attire days such as sports team day, favorite color day, etc.

"Thank you for what you do every day. You are amazing"

The outpouring of family and community support continues to bring joy and recognition to our nurses – and to all Lexington Health Network team members. Recent generous gestures include:

- Letters of appreciation to Lexington of Chicago Ridge from a local high school with messages such as, *"Thinking of you today and every day. You are special!"* Additionally, a local community member sent ten handwritten notes expressing gratitude: *"Thank you for what you do during a crisis and every day...you are amazing."*

- A beautiful drawing from a 7-year-old named Lily included this verbal smile, “*April showers bring May flowers*” for the team members at Lexington of Bloomingdale
- The *Harrison, Plescia, Genovese, Farner, Coffman* and *Talib families* provided meals and snacks for our hard-working heroes throughout Lexington Health Network.
- A Lexington staff member provided delightful treats from *Nothing Bundt Cakes*.
- *Dr. Najma Lokhandwala*, a Medical Director at Lexington of Schaumburg, provided lunch for team members.
- *Irene Pipilas*, a friend of Lexington of Schaumburg Service Excellence Manager, *Tina Schwanebeck*, made 50 reversible masks for our non-clinical team members.
- *Moraine Court Supportive Living* provided treats from BB’s Baby Donuts in Western Springs to the staff at Lexington of La Grange.
- *Moms with Masks* and Lexington’s Regional Director of Strategic Growth, *Tanya Malinoski*, provided masks to Lexington of Chicago Ridge.
- *Lockton Companies* and *Proximo* played an integral role in helping us secure Personal Protective Equipment (“PPE”) for our front line heroes.
- *St. Francis Church of Lake Zurich* collaborated with *The Coffee Cup of Lake Zurich* to generously donate 70 lunches for our frontline staff.
- Lexington of Lombard Human Resources Manager, *Ellen Rood*, worked with *Olive Garden in Downers Grove* to provide meals for Lombard team members.

We are grateful for the generosity extended to Lexington team members. This type of outreach nurtures the collective spirit of our staff, brightens their days, and creates a deeper understanding of how their important work impacts the lives of patients, residents, family members and the community as a whole.

A complete list of community support gestures is available at www.lexingtonhealth.com. If you would like information on how to show support for our Lexington heroes, or send a thank you message, 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/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