

To: Resident Representatives
From: Hammond-Henry Hospital
Regarding: COVID-19 Communication
Date: June 12, 2020

Dear Residents and Resident Representatives,

We are all aware of the difficult time that we are experiencing and will make every attempt to keep you updated on current happenings within the Hammond-Henry Hospital Long Term Care (LTC) Living Center. The following is a list of potential resources that we encourage you to use frequently in order to remain up to date on policies, procedures, positive cases, and any other pertinent or mandated information provided by governing bodies (CMS, IDPH, CDC).

As always, our staff is available 24-hours a day to care for your loved ones and provide you with information if you feel the need to contact us with questions or concerns. Our number for the LTC nurse's station is 309-944-9145 and Long-Term Care Manager's office number is 309-944-9156.

Information will be posted to a webpage that will have all mandated updates as well as any updates that our facility feels would be potentially important to resident families and representatives. To access the new webpage, go to our website hammondhenry.com, click "Services", click "Long Term Care" then select the button "Long Term Care COVID-19 Updates". Specifically, we will be providing notifications on the site within 12 hours of any confirmed positive tests (residents or employees) or three or more residents/employees with new onset of respiratory symptoms that occur within 72 hours. We will also provide weekly updates if a positive case is found on the unit. Our infection control policy and other updates from governing bodies will be posted so that you are aware of the procedures used in keeping your family safe. These policies will continue to change as we learn more about best practices to fight infection.

Please be aware that we are looking to obtain baseline testing for all residents and staff as soon as Illinois governance provides information for the reopening of long-term care facilities, if not earlier. Please check the site for any pertinent results or updates. You will be contacted immediately via phone if your loved one has a positive result.

Please know that it is our pleasure to care for your loved ones and we are honored that you have chosen Hammond-Henry Hospital's LTC Living Center. We hope to see all of you back to our home in the nearest allowable future. Until then, we are here to comfort your loved ones and provide you peace of mind.

Sincerely,

Dr. Remi Satkauskas, Long Term Care Living Center Medical Director
Julie Theill, Long Term Care Living Center Director
Wyatt Brieser, Long Term Care Living Center Manager
Nicole Kittelson, Long Term Care Living Center Director of Nursing