



March 26, 2020

Dear Families:

I am writing to you to provide an update on Holy Family Manor's and Grace Mansion Personal Care's response to the COVID-19 infection and the steps we have taken to mitigate the effects on our residents and staff. In these unprecedented times, our staff is working together to continue to provide loving and compassionate care to your family members.

As you know, we had to make the difficult decision to close our facility to visitors for the time being, until the threat of the virus is contained in our communities. We understand your concern for your loved ones and want to make sure you can stay in touch through the use of technology, with the help of our Life Enrichment staff. Furthermore, we have unit based activities where social distancing of 6 feet is reinforced along with 1:1 life enrichment activities to reduce boredom/loneliness.

We have implemented all Department of Health guidelines for infection control and our team is maintaining the highest standards of cleanliness and care. Residents can view daily Mass in their room, courtesy of our Chaplain, Father Tony Drouncheck. We are also providing room service meals and taking temperatures of all residents on every shift.

Keep an eye out for messages and pictures through email and Facebook. If you are not sure we have your email address, please send it to Rose Lance at rlance@hfmanor.org to ensure you get updates, since we will be keeping postal mail to an absolute minimum.

On behalf of the staff of Holy Family Manor and Grace Mansion Personal Care, it is a privilege to care for your loved one and I want to assure you that we are doing everything we can to prevent the COVID-19 virus in our facility.

God bless,

Joseph Shadid, MSN, MBA, NHA, PCA
Chief Executive Officer

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