



April 29, 2020

Dear Family and Friends of Holy Family Manor and Grace Mansion Personal Care,

Spring is here and so is the rainy weather! I want to provide you with an update on our operations during COVID-19. As we read about the devastation this virus is causing in other senior communities across the country, our prayers are with the residents and staff of those facilities.

As you are aware, Holy Family Manor has one resident recovering from COVID-19 and hope to be discharged soon. As a precaution, we will keep the isolation wing set up just in case we have any need in the future.

I want to acknowledge the extraordinary work of our team – the nurses, Certified Nursing Assistants, Life Enrichment staff, Social Workers, Chaplain, dietary, housekeeping, therapists, physicians, facilities staff and administrative staff. They have done an incredible job of keeping our residents happy and cared for, as well as following all infection control procedures. We are careful about testing new admissions for COVID-19 and ensuring that all employees and residents are screened daily for symptoms.

We greatly appreciate the many cards, emails and calls thanking our staff and encouraging us – it is wonderful to know you are thinking of us. Our focus is on providing the best care possible to your loved ones and on making sure they can keep in touch with you through telecommunications. It is not the same as a personal visit but for the safety of all, we are not ready to open our doors to visitors just yet. Thank you for your patience and understanding.

Please know that we pray daily for you and your family members. We continue to make excellent progress through this pandemic and look forward to welcoming you back soon. I will continue to keep you updated and ask that you keep the residents and staff of Holy Family Manor and Grace Mansion Personal Care in your prayers.

God bless,

Joseph Shadid, RN, MSN, MBA, NHA, PCA

CEO of Holy Family Senior Living