

April 28, 2020

Dear Families and Friends,

When I wrote to you six days ago one of our Residents had just tested positive for Covid-19 and several others had begun to exhibit symptoms of the virus.

Unfortunately I write to you now with even more concerning news. Despite our best efforts, the Covid-19 virus has taken hold in our Home. Even though many Residents seemed asymptomatic, since they are frail the decision was made to test all 29 Residents on the first floor.

A total of 19 Residents have now tested positive. Two Residents have been hospitalized. One is being treated in the hospital and sadly, the other has died. Nine of the 29 tested negative and one Resident declined to be tested. A total of 10 staff members have also tested positive and results are pending for 2 more.

We are devastated that so many of our dear Residents — your beloved family members — have fallen ill, and pledge to do everything we can to assure the Residents' health and safety, whether they are currently ill or not.

We are well supplied with PPE and continue to follow all relevant guidelines from DC Health, CDC and the Centers for Medicaid and Medicare Services (CMS) as conscientiously as we possibly can. Staff education and regular review of all procedures related to infection control and proper use of PPE are central to our efforts.

Resident temperatures and oxygen levels are monitored every shift. As well, the Residents are closely observed for respiratory symptoms and changes in appetite. We have realized that the latter seems to be a common symptom among our Residents, even though it has not been emphasized as a sign of Covid-19 in the general population.

With regard to food, all meals are provided via tray service and delivered directly to each Resident's room. Meals are being delivered to the apartment Residents in take out containers to prevent the need for circulating in the main building.

We encourage you to stay in touch with your loved one in the Home as often as possible, and to reach out to us if you have questions or there is anything at all you wish to discuss.

I cannot find adequate words to convey my regret and concern over the current situation here at Jeanne Jugan Residence. To those who have lost a loved one we extend our deepest sympathy and the assurance of our prayers. Your family member was a valued part of our Jeanne Jugan family and will not be forgotten.

Please know that all the Little Sisters pray very much for you and your loved ones as we do our best to care for the Residents and keep them happy. Many individuals and

organizations have shown us their support, offering monetary donations as well as much-needed items — everything from gloves, cleaning supplies and home-made face masks, to meals for our dedicated staff and even Easter candy for the Residents.

We thank you for your understanding and ask you to pray for us, our staff and all the Residents as we forge ahead during this difficult time, remembering the words of Saint Jeanne Jugan, “If God is with us it will be accomplished.”

Sincerely,
Sr. Mary Michael and all the Little Sisters