



Maryhaven Center of Hope

Catholic Health Services

At the heart of health

March 20, 2020

Dear Family Member:

I would like to take this opportunity to assure you that Maryhaven is strongly committed to the health and safety of your loved one and to our dedicated employees during the COVID-19 health crisis.

To ensure we are receiving and sharing the most updated health information in order to provide the best possible care to the individuals, I participate in a daily Executive Huddle with health care leaders across the Catholic Health Services system. We also established an internal Emergency Response Team, which consists of Maryhaven Senior Leadership, Clinicians, and our Medical Director in order to maintain open lines of communication and to make the changes necessary to address this evolving health situation. We are in regular communication with CDC and the Department of Health as well as the government agencies who regulate our programs.

Effective March 17, 2020 at 5pm, we were mandated to close all day programs across the agency. For those individuals who reside at Maryhaven, our committed day and residential direct support staff are providing daily support in their respective homes. The residential school in Port Jefferson closed this week in concert with the Governor's decision to close all public and private schools. All of the children and young adults are quarantined on the campus.

To ensure the safety of our individuals, we have 'quarantined' all residential sites. Staff are screened for symptoms prior to entering the home. Staff showing signs or symptoms of illness are sent home. Staff who come in contact with anyone who has tested positive for the virus are quarantined for 14 days before returning to work. Exposure to the community is limited to essential activities only. As per directives issued by OPWDD and government agencies, visitors are not permitted at this time. I understand this presents as a hardship to families, but I ask that you respect this guidance to help limit the potential exposure to our vulnerable folks.

To better protect our employees, facilities with non-essential personnel will operate at 50% occupancy and will practice social distancing. In addition, the facilities are disinfected regularly. Maryhaven distributes ongoing communication to the employees to ensure universal precautions are followed at all times. Unfortunately, there is a significant shortage of personal protective equipment, which is also problematic for local hospitals and health care facilities. However, we are using every resource at our disposal to secure the necessary supplies.

I hope you will find comfort in knowing that Maryhaven Senior Leaders are working collaboratively to manage this situation to the best of our ability. The safety of your loved one is paramount.

I wish you and your family good health!

Sincerely,

Charles Vanek

Chief Administrative Officer