



Maryhaven Center of Hope
Catholic Health Services
At the heart of health

April 8, 2020

Dear Family Member:

As we rapidly approach the apex of the COVID-19 health crisis, please know that our senior leadership and workforce remain committed to the health and safety of your loved one. Our employees are, once again, rising to the occasion during this unprecedented challenge ensuring that each individual is receiving exceptional care.

Effective and regular communication within the agency remains a priority. Maryhaven continues to consult with all government agencies to ensure we are aligned with the most current health care practices. Catholic Health Services continues to lend guidance and supply us with Personal Protective Equipment (PPE) as inventory allows. Our current supply of PPE is adequate and the staffing levels in the community residences are appropriate despite struggles in a few homes. We are very grateful for generous donations from within our Maryhaven family, which have enabled us to purchase additional supplies to further protect staff and individuals.

A Governor's order mandates that day programs remain closed through the end of April 2020. We understand this presents unique challenges for families residing in the community with their loved ones so we are reaching out to all of our program participants regularly to see how we may be of assistance. We also acknowledge how difficult it has been for families who are unable to visit their child during the pandemic. Within Maryhaven's community residences, the residential and day staff are working collaboratively to support the individuals in the home. As the weather improves, there will be more opportunity to be outside to exercise and enjoy backyard activities.

Our thoughts and prayers are with those directly impacted by COVID-19. Maryhaven is experiencing positive cases of COVID-19 among its staff and individuals. Fortunately, the virus impacts less than 1% of our workforce and residential program participants combined. I attribute this to appropriate use of Personal Protective Equipment in the homes, proper social distancing, and following universal precautions.

I am proud to say that several of our Administrative personnel spent their weekend baking homemade cookies and desserts, which will be delivered to the residences. This kind gesture is to remind all that we are in this together and our thoughts are with the frontline staff during this difficult time. I, myself, visited many sites last week to deliver chocolates, and I was pleasantly surprised by the calm demeanors and positive spirits of both staff and individuals.

My hope is that your life has not been impacted too significantly by the current situation, and that you remain happy and healthy until we see this through to its end.

Sincerely,

Charles Vanek
Chief Administrative Officer