



April 29, 2020

To the people we serve, family members, service providers:

We write to update you on Dungarvin's response to the COVID-19 pandemic. Dungarvin's confirmed positive COVID-19 cases rate is currently less than 1% of both our person served and employee populations. We are grateful for our dedicated and resilient staff who are committed to continuing to provide supports and services to your loved ones.

This pandemic is rapidly moving and continues to present challenges for everyone at home and at work. Dungarvin remains vigilant in its efforts to monitor the COVID-19 situation to ensure we are taking the necessary precautions to do our part to contain the spread of COVID-19. Our focus is on the health and safety of your loved ones and our staff. We assure you our staff continue to apply best practices such as universal precautions and social distancing to manage infection control within the program locations. Staff continue to wear personal protective equipment to minimize the spread of COVID-19. We hope our staff have assisted in connecting you with your loved ones through virtual visits, window visits and other creative means over the last several weeks. We have heard some wonderful stories of staff and persons served working together to creatively combat the isolation of staying at home through this pandemic period.

While stay at home orders have been a challenge to all of us, we believe this is an important method in reducing the spread of COVID-19 to the persons we serve and to our staff. Recently, the Centers for Disease Control (CDC) acknowledged that individuals who are not experiencing symptoms of COVID-19 (asymptomatic) may be COVID-19 positive. Although some states are planning to end or loosen their stay at home orders in the coming days, Dungarvin intends to continue with its minimization of community activities and our No Visitor Policy until further notice, given the risk asymptomatic COVID-19 carriers present to persons served and staff alike. We will re-evaluate this decision on or near May 31, 2020. Our staff will continue its efforts to work with you and your loved ones to help you stay in touch during this time.

Here at Dungarvin, we continue to express our support for those that have been affected by this unprecedented COVID-19 pandemic. We are thoughtful of the frontline medical workers and public health officials who are putting forth extraordinary efforts to contain this pandemic. To those of you that have experienced loss, our hearts go out to you. We are so thankful for the support we are seeing within our organization, in our communities and in you. Words cannot express how much we value this.

Communication between us is important at this time. Please feel free to contact _____ at _____ if you have any questions or concerns.

We wish you all good health and well-being!