



June 9, 2020

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

As we write to update you on Dungarvin's continued response to COVID-19, we find our communities are managing another intense crisis. We hope this letter finds you are all safe at home and you are accessing strength and support within your families and from your friends and neighbors.

Since our last update on May 20, 2020, Dungarvin has experienced an increase in confirmed COVID-19 positive cases at an organizational level. The following states have not experienced positive COVID-19 cases of persons served: WI, OK, KY, NV and NC. Overall, we are trending at 1.5% for both our person served and employee populations. We continue to diligently monitor and manage the COVID-19 situation to do our part to flatten the curve.

With the uncertainty we are presently facing in some of our communities, and as states begin to re-open in response to COVID-19, Dungarvin remains cautious. The Centers for Disease Control (CDC) continues to advise that high-risk individuals exercise caution by staying home and avoiding community activities. Dungarvin is developing guidance related to re-opening day programs, for both our own programs and those programs supported by other providers. We are also developing guidance related to methods by which community access and visits might resume in the future. We are optimistic about our ability to accomplish this in a safe manner and look forward to sharing more information with you about these plans. As we know the potential to contract the COVID-19 virus increases in large gatherings, Dungarvin is making the health and safety of your loved one a priority.

Until further notice, Dungarvin will continue to extend our No Visitor Policy. Throughout our response to this pandemic, Dungarvin has prioritized its responsibility to protect the people we support, and we believe that a continuation of our no visitor policy at this time will aid in that effort. Please continue to work with our staff and your loved one's team to coordinate visits, whether over the phone or virtually. As previously indicated, we will provide an update to you in two weeks' time on the continuation of this policy.

We continue to emphasize universal precautions in our homes. We instruct our staff stay home if they are not feeling well and we continue health screening protocols upon staff arrival to their shift. Staff are committed to performing infection control strategies such as cleaning and sanitizing to mitigate the spread of the virus. Personal protective equipment continues to be a priority for staff and your loved ones. If we should need to access the community, we are wearing face coverings and practicing social distancing.

We appreciate your continued patience and respectful support of our policies as we respond to this pandemic. We acknowledge this has been a challenge of an unprecedented nature and we are grateful for your understanding.