

Little Sisters of the Poor
St. Joseph's Home for the Elderly
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Palatine, IL 60067
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April 20, 2020

Dear Family Members/Friends of our Residents,

As the pandemic continues to spread through our Country and world, I just wanted to give you an update of how things are progressing at St. Joseph's Home.

It is now almost five weeks since the "Stay at Home" order was implemented. As I am writing this, I can say, thank God that **we have had no positive cases of coronavirus**. No cases among our Residents, staff, nor the Little Sisters.

If we do have any positive cases of the virus we will notify all of you without delay. The Illinois Department of Public Health has very clear guidelines on this that we follow.

Our Sisters and Staff are working diligently to keep our Residents safe. Every department has adjusted to a whole new way of providing services for everyone. Meals are delivered to all the rooms, Residents' temperatures and oxygen levels are taken on each shift, the Activity department has been very creative in ways to keep our elders happy and to divert their attention from all the heavy news on the television for at least a few hours.

The worst part of all of this is the Residents miss you, their loved ones. You are very much missed. We all look forward to the day when we can once again open our doors to all of you. We are doing our best to keep everyone happy, safe and peaceful but we know nothing replaces family. If any of you haven't been contacted about using Skype or Face-time for a visit with your family member and would like to, please contact Gaby, our Activity Coordinator to set this up.

In an effort to avoid group gatherings, common areas such as the library, coffee shop, auditorium and physical therapy department are closed off. Physical Therapy and exercises are offered on an individual basis. We are using our in-house television station so that the Residents can participate in Chapel services from their rooms. Our housekeeping team is working more diligently than ever, deep cleaning and sanitizing on a regular basis.

We miss our volunteers terribly. (the ladies really, really miss the hairdressers!) There are so many jobs in the home that they usually help us with. But we're pulling together and everyone realizes there is always a little more that each of us can do. You should see how adept the Sisters are with hair curlers!

We're moving the employee cafeteria to the auditorium so that they have an even larger space to spread out for breaks. Everyone is very conscious of social distancing and is doing their best to respect it. The Staff are to wear their masks from the time they arrive on the property, until they leave. From Day 1 of the stay at home order all staff have been screened and temperatures taken whenever they enter the Home.

We are using tele-conferencing with our Medical Director and his team for routine medical visits to avoid having them come into our home unless it is absolutely necessary. Of course, if we need them they are available.

Our Human Resource Director is extremely attentive to any of the Staff's needs or concerns.

Our Administration team and Nursing department meet daily to review all new guidelines from the CDC and the Illinois Department of Public Health. We are prepared with isolation rooms and all of the protective equipment needed if any of the Residents test positive with the virus.

If you have any questions, ideas or concerns, please feel free to call or email me. We will continue to send you timely updates.

Most of all, please keep us in your prayers. We want nothing more than to keep everyone in our Home safe and healthy. Thank you. And know that you and your loved ones are in our daily prayers as well. We realize that this is a difficult time for you. May God bless you.

Sincerely,

Mother Margaret Charles, lsp
Administrator