



May 21, 2020

Dear Community Member and Family of St. Monica's:

This letter provides an update regarding the changes that have occurred recently in our state and let you know how it affects you and our home, St. Monica's Senior Living.

As you may have already been made aware, as of May 13, 2020, the Governor's Safer-at-Home Order was struck down by the Wisconsin Supreme Court. While this may impact how life is lived outside of St. Monica's, we want to let you know that we remain committed to maintaining the same level of care and safety that was in place prior to May 13, 2020.

We also want to let you know what has not changed here at St. Monica's. We will still be following best practice guidelines for infection prevention as published by the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), both of which currently state that facilities should restrict visitation of all visitors and non-essential health care personnel, except for certain compassionate care situations, such as an end-of-life situation. These federal guidelines drive the decisions made for long-term care providers like us, which are intended to help protect the safety and well-being of those we are entrusted to provide care to.

We realize the stress this puts on you and truly do empathize with this situation. We also want to stress our dedication in providing compassionate care and keeping everyone safe. We look forward to welcoming family and friends back into St. Monica's with open arms when we can do so without jeopardizing the safety of anyone living and working in our community. Please know that we are working with public health officials and regulators to determine what, if any, changes can be made to visitation policies.

Although in-person visits are still currently restricted, we would like to invite you to take advantage of the virtual visit options that we have already implemented through our Life Engagement Department. Contact Shannon at 262-321-7135 or email [info@stmonicasseniorliving.com](mailto:info@stmonicasseniorliving.com), to schedule your virtual visit.

Finally, on behalf of our staff, we want to thank you for your continued support and understanding during these difficult times. Nearly all American's are having to make sacrifices during this pandemic; your sacrifices are exponentially greater and are a reflection of your love and commitment to the safety of everyone here at St. Monica's.

Hopefully, we will be able to expand safe visitation soon so we can welcome family and friends back into our community and see you reunited with your loved ones. Until that time, your patience, understanding, and support are greatly appreciated.

We truly are In This Together.

If you have any questions do not hesitate to call myself, Loretta Baxter, Executive Director at 262-321-7131 or Stephany Lichter, Director of Health and Wellness and Compliance Officer at 262-321-7150.

Sincerely,

A handwritten signature in cursive script that reads "Loretta Baxter".

Loretta Baxter  
Executive Director