



A harmonious approach to care.

03/27/2020

To our Symphony Joliet Guests, Families, and Care Center Personnel,

We wish to inform you that a patient at Symphony Joliet passed away yesterday at an area hospital due to complications from COVID-19. Clinical and leadership teams are focused solely on the health and safety of our guests and personnel, and will continue to share updates with you as more becomes known. Families are also encouraged to call the center with any additional questions. We are here to help and support you in any way we can.

The decision to temporarily suspend family visitation and to limit the entry of all non-essential personnel will remain in place until Symphony Joliet guests and employees are free from the risk of additional exposure to Coronavirus. Please continue to remain in close contact with your loved ones via telephone calls and texts, sharing messages on the Symphony Joliet Facebook page, and by using video conferencing platforms. Symphony Joliet has several Kindle tablets equipped with Zoom video conferencing for this purpose.

Symphony Joliet clinical and leadership personnel remain in close communication with federal, state, and local health officials to ensure all necessary precautions and guidelines are followed, and will continue to adhere to health and safety regulations and medical crisis preparedness plans. We will contact families and guardians immediately if a loved one is suspected to have, or is diagnosed with COVID-19.

You can help us battle this pandemic by visiting the Centers for Disease Control website at www.cdc.gov to learn more about ways to limit the spread of Coronavirus

We understand that this is a difficult and concerning experience for everyone. Please know that we will continue to do all we can to protect Symphony Joliet guests, teams, and our surrounding community from the spread of this disease. We are grateful for your continued trust, support, and understanding.

Sincerely,

Symphony Joliet

