



Dear partner in ministry:

To say the last few months have been interesting is certainly an understatement. At Diakon, we have been extremely busy, focused on protecting the health and lives of our residents, clients and dedicated staff members in the midst of the COVID-19 pandemic.

Our detailed responses to the health crisis can be found on special pages on our website, but we want to highlight a few points here:

- From the beginning, we have followed federal and state guidelines in responding to the pandemic. We have, for example, restricted visitations, changed dining processes, enhanced infection control, developed cohort-zones within our nursing care centers and monitored the status of personal protective equipment.
- Unfortunately, we have experienced COVID-19 cases in many of our senior living communities but, fortunately, have not had the very high numbers that occurred in some nursing facilities.
- Many affected residents have recovered, but we also have experienced deaths among residents. We grieve these losses and extend our deepest sympathies to family members and friends. We also recognize the impact deaths have on the staff members caring for residents.
- We near completion of baseline testing of all residents and staff members in our nursing care centers and will meet similar mandates for our personal care/assisted living communities.
- We also are taking steps to announce a phased re-opening of our nursing care centers, although family visits will be quite different from how they were pre-pandemic. We understand how painful this time has been for both residents and family members.

Certainly, challenges will continue. Currently, the U.S. is seeing spikes in COVID-19 cases. We do not know how those surges will affect our region or our plans but we pray for the best. We invite your prayers as well—for our residents, their families, our staff members and their families.

Finally, on behalf of our boards of directors and our staff members, we offer our thanks for your continuing support as together we move through these stormy waters, confident in the faith that our Lord Jesus is the calmer of all life's storms.

Peace and Blessings,

Mark Pile
President/CEO

Mark Wimmer
VP, Church Relations & Ministry Partnerships