



2020 Pandemic Response Summary

COVID COURAGE

Reporting the accomplishments and hard work that Maryhurst teams achieved in a difficult year.



“Rise above difficulties and go straight on. With courage let us give ourselves entirely to the good of souls.”

St. Mary Euphrasia,
Conferences





Pictured here is one of the many awesome events led by staff in 2020: a COVID-safe car graduation parade.

Message from the COO

Ideisha Bellamy



In 2020, Maryhurst has met an unprecedented challenge—COVID-19. A pandemic unlike anything experienced in this nation in more than 100 years.

As we look back on the 2020 Maryhurst response to COVID-19, we recognize this as an important opportunity for us to consider all that has been accomplished while celebrating the recent release of a vaccine and focusing on hope for the future of our children, families, and employees.

While we know that the Sisters of the Good Shepherd experienced a similar challenge in 1918, nothing could have prepared us for the ways in which our resilience, commitment and creativity would be tested.

Our Clients

Showing tremendous resilience

The pandemic has profoundly affected the kids and families we care for at Maryhurst. In our residential program, youth found themselves needing to adjust to limited travel and a restriction on in-person visitation with their families.

Out in the community, our Renewal teams quickly understood that the families we work with are among those feeling immediate impact from the economic consequences of the pandemic.

Our Staff

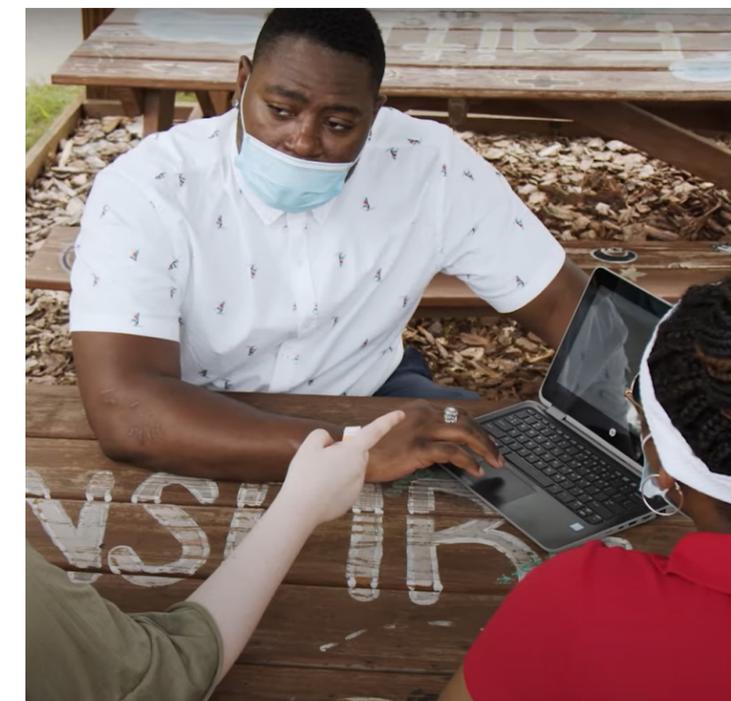
Keeping kids and families safe

Our staff has worked incredibly hard to ensure we're able to continue our mission. Teams have put in long hours, adapted their normal practices, and taken on new roles in their efforts to help the children and families in our programs.

Board & Community

Empowering our work

We couldn't do what we do without support from our closest community advocates, including our board. In 2020, they stepped up in a major way: gathering PPE, setting up meal trains, sending messages of encouragement, raising money, and more!



Timeline

Milestones from throughout the year

Responding Quickly

When the pandemic reached KY in March, we collaborated closely with local health officials to make sure we were observing all recommended guidance (physical distancing, hand washing, etc.).

Mar-Apr

- Created a special COVID-19 taskforce led by our on-staff nurse manager and operations chief.
- Began performing daily temperature checks and routine health screenings.
- Instituted cloth mask requirement
- Converted outpatient clients to telehealth and many other staff to work-from-home



Families served by our Renewal service had difficulty sourcing food and other items in the early part of the pandemic, so we set up a resource drop-off program.

Limiting Outbreaks

When the virus reached Maryhurst, we brought in every resource we could to limit the spread, protect staff & client safety, and improve our isolation and recovery protocols.

May-Jun

- Established isolation strategy for positive residential clients together with Norton Healthcare and the Louisville Public Health Dept.
- Secured additional PPE from donors, vendors, and other sources
- Drafted and distributed 'Healthy at Work' plan containing all up-to-date operational precautions



When kiddos in residential were limited to being in their cottage, staff began leading creative at-home activities like a "Chopped" cooking competition.

Adjusting to the New Normal

After an initial round of cases at Maryhurst in the spring, our continued diligence, cleanliness practices, reporting, and other precautions helped limit the number of staff and kids affected.

Jul-Oct

- Formalized travel and return-to-work policies
- Conducted COVID response staff feedback survey and adjusted operational approach based on feedback
- Held first-ever virtual annual fundraiser to secure financial support for our pandemic response



Life goes on! This kiddo living on one of our residential campuses shows off a pumpkin she decorated during our Fall Festival.

Finding a Way to Celebrate

Holiday traditions are an incredibly important part of Maryhurst culture, and the teams came together to find a way to make the holidays special - even despite all the limitations.

Nov-Dec

- Organized remote drop-offs for our Holiday Gift Drive - 2020 was our biggest ever, serving ~300 kiddos from residential and outpatient programs.
- Carried out COVID-safe holiday celebrations such as Zoom calls and cottage parties
- Began preparing for 1st round of vaccinations, available in Jan 2021



We love seeing the kiddos opening their gifts on Christmas morning!

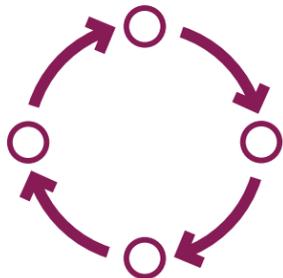
Key Accomplishments

Across multiple critical areas/disciplines



Health

- Over 1000 COVID-19 tests conducted by Health Services
- Implementation of daily Health Screening & Temperature Checks for hundreds of employees, accumulation of thousands of articles of personal protective equipment (PPE)



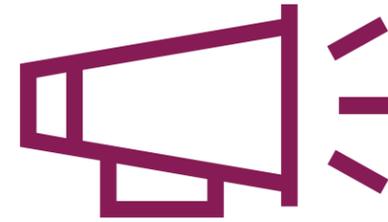
Business Continuity

- Implementation of significant work from home operation and use of videoconferencing to ensure business continuity.
- Set up risk management systems for monitoring and auditing



Operations

- Unprecedented changes to day-to-day operations to ensure safety while minimizing the potential spread
- Successful implementation of telehealth and seven months of academic instruction to all students under NTI



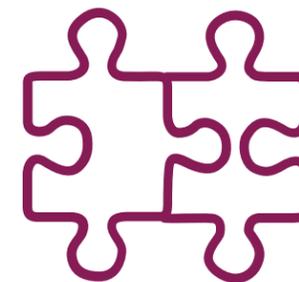
Communications

- Coordinated internal communications structure including staff meetings, training, internal facing webpage and anonymous feedback system
- Interacted with our supporters to secure key donations and keep stakeholders informed



Leadership

- Appointment of an Agency COVID Lead, Formulation of Healthy at Work Committee, and the development of a Healthy at Work Handbook to guide employees in decision-making



Community

- Led the development of an inter-agency COVID-19 Agency Collaborative designed to share resources and create a forum of peer agencies to collaborate on advocacy

By the Numbers*

	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Totals
# Staff Positive	0	0	22	0	1	6	0	4	14	7	54
# Clients Positive	0	0	19	0	0	0	0	0	6	5	30
# Tests Conducted	0	0	422	70	0	153	39	177	237	249	1347

* - Includes all cases identified by tests conducted by Maryhurst health services; testing total does not reflect any tests sought by staff at external testing sites.

Wrapping Up

Looking ahead to 2021 and the steps Maryhurst will take as we approach the vaccination and immunization phase of the pandemic

The bullet points and short blurbs in this report can't tell the full story...

...of all the sweat, tears, and heroic actions taken by staff, supporters and clients at Maryhurst throughout 2020.

As we kick off 2021, we have reason to be hopeful: **Maryhurst has been approved for tier 1 of the Kentucky vaccination rollout**, and we've already begun administering doses to more than 100 of our staff. As we move toward widespread vaccine adoption, we've invited experts to speak with our staff and field their health-related questions.



In the meantime, we know there remains much to be done. We've recommitted to vigilantly observing the safety practices that are keeping our coworkers, children and families safe & well.

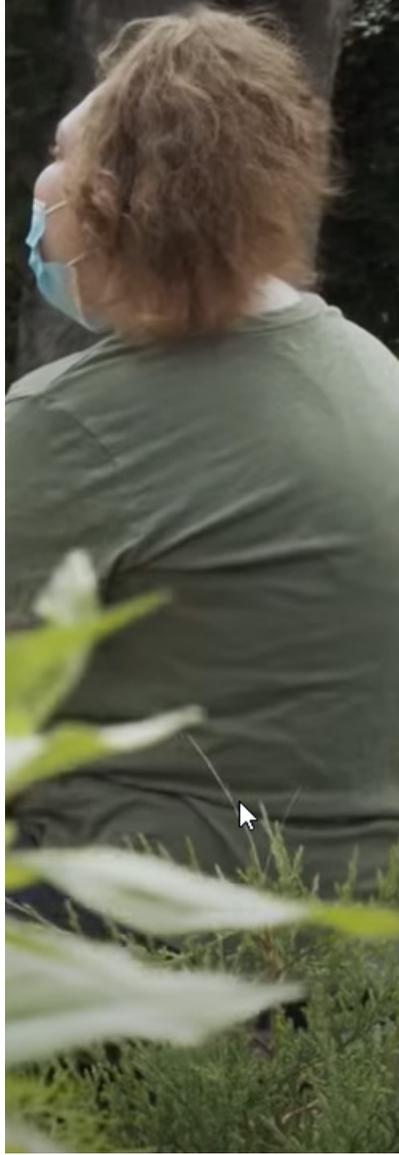
Congratulations to everyone who has worked the extra shift, volunteered to be a temp-taker, became an expert at Zoom settings, or countless other COVID tasks.

We see the light at the end of the tunnel, and we're pushing on towards it - together.



“I hope my vaccination is one small piece of the return to a world where we hug each other, share meals across tables instead of computer screens, and have our loved ones by our sides”

Mary Summers, Development



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Renewal



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