



We at Mercy Center continue to monitor the spread of the Coronavirus (COVID-19) as well as the spread of the seasonal flu virus. We want to be responsive to the needs of our guests, staff, and the Sisters who reside on our campus. Our community here is caring and compassionate, and we are concerned about one another as well as the guests who visit here each day. We therefore ask all guests and staff members:

- who feel sick or have flu-like symptoms to stay home and take care of themselves.
- when visiting, sign in/out at the front desk and include contact information so that we can communicate easily with everyone who has been in the building if necessary.
- [wash hands often](#) and utilize hand sanitizer which has been placed throughout the campus.
- bow or nod instead of using a handshake to greet people, be mindful of allowing for additional personal space.
- become familiar with our Medical Emergency and Illness Policy below.

Temporary Refund Policy: We will offer a *refund or credit to rebook at a future date* to anyone who needs to cancel due to the circumstances. Refunds will be issued upon request (not automatically), and will take up to one week to process.

Please contact the front desk at 650-340-7400, or the Mercy Center Director, Mary DuQuaine at 650-340-7492 if you have any questions or concerns.

We will continue our prayers for health and well-being for the Mercy Community, our local community, and the wider world and will unite in a common effort to address this global health concern.

Medical Emergency and Illness Policy:

- If there is a medical emergency please call 911 immediately. Then, notify the front desk, they can help facilitate health care professionals onto the campus and to your location.
- If someone becomes ill (non-emergent) during the retreat, please **call** the front desk 650-340-7400 to inform us of what is happening. The receptionist and/or the security personnel will assist you in getting help and inform the contact person from your group.
- If the ill person is not able to leave Mercy Center of their own accord, we will call the local paramedics for assistance.
- After seeking medical attention, please follow-up with Mary DuQuaine at 650-340-7492 to let us know how you are doing and provide us with any health information that may affect other guests or staff.
- Since we are not a medical facility, we will not be able to let anyone convalesce at Mercy Center but we will help you locate a nearby hotel if needed.
- This policy may be updated as more information becomes available. Mercy Center will comply with government issued directives regarding COVID-19. Date: 03/07/2020