



Dear Residents, Families, and Friends of Redstone,

Here are your updates for Friday, July 31, 2020.

It has been two weeks since we communicated with all of you. Thankfully, it has been a fairly quiet two weeks for us at Redstone. It has been a joy to see many families reunited with their residents in person for the first time in months. We know that this highly structured visit program is frustrating, and not the kind of reunion we have all dreamed about, but we continue to create the safest environment possible for our residents. We know that is important to you, too.

Updates to our visitor policy are always available on our Redstone website. By visiting <http://redstonehighlands.org/News/coronavirus.html>, you can find our visitor brochure, most recent visitor status information, and the link to schedule a visit for Personal Care and Nursing Home residents. Independent Living Apartment residents may host two visitors per day in their private apartments. Visitors must enter through the front doors on each campus to be screened for Covid risk factors before proceeding with their visit. Current visiting hours in Independent Living remain 10am to 7pm. The list of quarantined states from which we may not accept visitors changes frequently. Always check the website for these details before making a trip to the campus.

Following state guidelines, we have developed a visitor program for our residents in Skilled Nursing, Personal Care, and Terrace levels of care. Visits must be scheduled in advance using the above-mentioned visit scheduling link at <https://redstonefamilyvisitscheduler.as.me/>. Under most circumstances, visits will take place in outdoor visit stations. When weather is threatening, visits will be moved to indoor stations. Visitors may not visit in care areas. Visit sessions are scheduled in one-hour increments, but the actual visit lasts about 45 minutes to allow for screening and sanitization. Please arrive a few minutes early for your visits. Two visitors and a child under the age of 16 may attend the visit. All visitors must wear masks and be willing to practice social distancing. Each resident's family may schedule one in-person visit per week, and one additional virtual visit per week for these levels of care. This will ensure that all of our residents have opportunities to enjoy visits. If you have extenuating family circumstances, please contact the Campus Director on your campus to discuss your visiting concerns. If you are unable to use the website to schedule, please call the Housing Assistant or Receptionist on your resident's campus and she will assist you in scheduling an appointment. All visits MUST be scheduled at least 24 hours in advance in order to coordinate the flow of people traffic on our campuses. As in the past, residents who are deemed to be near end-of-life by our hospice team, will be able to have family visits in their living areas.

You may have seen or read that Pennsylvania is most likely going to require senior care communities to conduct additional testing for COVID-19, perhaps on a weekly basis. The details of these requirements are not yet clear, but when the requirements have been established, Redstone will abide by them. We know that testing is uncomfortable and anxiety producing for our resident and employees, but our licensing and commitment to excellence require us to uphold standards that are established by the state. When we know more, we will share this information with you.

We've all heard a lot about phases of reopening in Pennsylvania and across the country. A phased system has also been developed for senior communities in Pennsylvania, too. We are happy to report that next Monday we will be moving to the THIRD PHASE of our reopening plans. This will not impact our visitor guidelines or programs, but it will mean that our Personal Care and Nursing Home residents will have access to more amenities on our campuses. Residents in these levels of care will once again be able to visit our beauty salons, fitness centers, and gift shops. The residents will be scheduled for using these areas at times that will be unavailable for Independent Living residents. We will continue to keep our levels of care as separated from each other as possible, in order to prevent potential spread of COVID-19.

Please understand (and this is very important), if at any time we have an additional positive case of COVID in our resident or employee population, the involved campus will return to the FIRST phase of reopening for at least 28 days. Visitor programs will cease, and residents will be unable to use public spaces once again. All of us – residents, families, and employees – can help to prevent this by monitoring our personal activity. We should continue to be vigilant with our mask wearing and hand washing, and avoid crowds and public spaces – especially where mask wearing and social distancing are not being practiced.

We continue to be extremely fortunate with our limited numbers of cases in Westmoreland County. Our Redstone communities have remained safe harbors throughout this time. Still, we watch as cases, hospitalizations, and even deaths increase again across the country. We must continue to focus our attention and resources on protecting our residents and one another. Our actions protect each other and those whom we love.

Stay safe, wash your hands, wear your masks, and have a good weekend! (And don't forget to cover your nose with that mask!)

*Vicki*

Vicki Loucks, RN, MSN, MBA  
Vice President & Chief Operating Officer  
Resident and Family Hotline: 724-972-4579  
hotline@redstone.org