



Dear Family and Friends of Redstone,

Here are your COVID-19 updates for Thursday, March 26, 2020.

We know that some of you are starting to grow weary of these long daily letters. We are becoming very weary of writing them, too! Please know, however, that we believe that our communication with you is more essential at this time than it has ever been in the past. We will continue to communicate with you as transparently as possible, on a near-daily basis. Should less frequent communication become appropriate, we will be happy to reduce the volume of these letters.

We shared yesterday that cases of COVID-19 continue to spread in our area, and some cases have been reported in senior living communities and nursing homes. All of our policies and procedures are in place to protect your loved ones, our employees, and you. We remain grateful for the sacrifices that you are making to help support these policies.

The most important message that we have to share today relates to residents who leave our buildings. For residents in all levels of care, including Independent Living Apartments, we **STRONGLY** suggest that they do not leave our buildings, except in the case of essential medical appointments or procedures. If cases of the virus continue to multiply in our area, we may reach a critical point where we make the decision to ask residents to refrain from any trips off campus, with the exception of essential medical appointments. Should we need to enact such a plan, and an apartment, personal care or nursing resident chooses to leave the building to go to a store, a family visit, etc.; we may not permit them to return to the building. We will have legal grounds to support this policy. A decision like this will not be made lightly – but firmly and lovingly -- as we try to protect the rest of the residents in their building. We are asking your loved ones to please discontinue their elective trips outside of the building **NOW**, so that we will not have to make these types of difficult decisions, later.

As we previously stated, you should only be dropping off packages for residents at the front desk on each campus between 2 pm and 7 pm. This helps to minimize foot traffic into the buildings. If it is a special occasion (like a birthday) you may contact the campus director to arrange for a delivery to be made on weekends.

We also want to remind you that this is an overwhelming time for everyone. This is not business as usual. Our staff responsibilities have all increased. Efforts to keep the buildings sanitized, provide personal shopping services, package delivery, etc., keep everyone busier than usual. Your loved ones may find that it takes longer to get a response to their non-emergency maintenance requests and the like. Employees are dealing with closed schools, and other family issues. Some of our staff may even be a little crankier than usual. Please know that our Redstone leadership team is putting together plans to provide additional incentives and encouragement for employees who are working throughout this time. We are all feeling the impact of this pandemic. Remember, that we are all in this together.

We have encouraged your resident loved ones to speak with you often throughout this pandemic. We have suggested that they speak with you about their exercise levels, how they are feeling emotionally, if they are eating normally, etc. We know that you are worried. Please don't hesitate to contact us if you are concerned about your loved one's status. While we would all like this to be over tomorrow, this will most likely be a prolonged experience and it is important that we talked to our loved ones about how we are doing.

We have provided you with much of the same policy information day after day. We will try to refrain from doing that every day. You can refer to your previous letters for information about personal shopping, visitors, screenings, building entrances, etc.

This time in our shared history has caused many of us to make some of the hardest decisions we have ever had to make. We are doing our best, one day at a time. Our residents inspire us. In their lifetimes they have lived through many challenging times, and they encourage us to remember that eventually everything will be OK. We are so grateful for their love, support, and prayers, as we are yours.

Every person really does matter here at Redstone.

Sincerely,

Vicki Loucks, RN, MSN, MBA  
Vice President & Chief Operating Officer  
Direct Dial: 724.216.0934

John R. Dickson, IV  
President & Chief Executive Officer  
724-832-8400