



Dear Family and Friends of Residents,

For Christians, Palm Sunday is recognized and celebrated today. Palm Sunday commemorates the entrance of Jesus into Jerusalem and the beginning of holy week. This was a day of celebration, complete with a parade and the waving of palm branches. Little did the followers of Jesus understand or realize the pain that was ahead of them in the coming days.

Throughout our communications with you, we have tried to be very honest. We have tried to find the balance between presenting you with very frightening information, while at the same time reassuring you that we are taking the best care of your loved ones that we possibly can. It feels a little bit like Palm Sunday, in that we don't really understand or know what lies ahead of us.

The COVID-19 virus continues to spread. The CDC estimates that half of those carrying the virus have no symptoms, or very mild symptoms. This has led to increased exposure and the presence of the virus in more and more nursing and personal care homes across the state and the country, despite best practices of isolation and infection control. Our fragile residents are much more likely to become symptomatic when exposed to the virus.

Therefore, we are poised and ready to address symptoms. Those who exhibit any symptoms will be moved to our negative pressure isolation rooms while undergoing testing for the virus. A designated team of staff members will care for these residents during this process. Those whose symptoms warrant more response will be transported to the hospital for evaluation. We will continue to practice the highest levels of screening for our staff members, for the protection of our residents and our employee safety. Our cleaning and disinfecting practices will remain vigilant. Our no visitor and stay-at-home policies for all residents will continue to protect your loved ones across our Redstone communities. And we will continue to communicate honestly with you about our status.

On that first Palm Sunday morning, the world did not know what was to come. But Jesus did. And yet he fully and faithfully put his trust in God for all that was ahead of him. As a faith-based organization, we are trusting in God to carry us through this time. Let us all keep each other in prayer throughout these days.

Sincerely,

Vicki Loucks, RN, MSN, MBA

Vice President & Chief Operating Officer

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