



Dear Family and Friends of Redstone Residents,

Here are your COVID-19 updates for Friday, April 24, 2020

It has been a week since I last wrote to you. I think we are all starting to feel like we are frozen in time as this quarantine continues. I am grateful to report that Redstone has remained COVID-19 free over the past week. We have had a few persons tested because of symptoms, but all tests were negative. As a reminder, if we would have a positive test result, we would notify residents, their families, and employees as quickly as possible, within a 12 hour window of time. This is in keeping with the federal guidelines that has been established over the past week, but also in line with Redstone's core value of truth and transparency.

Over the past six weeks of our dealing with this pandemic, you have sent so many notes and emails, and have left many voicemails of appreciation for what I am doing. I want to say publicly that this is very much a team effort. I am so proud of how hard this Redstone team has worked, literally day and night, to protect and care for our residents. Redstone is a place where every person matters – both within our resident community and our employee team. We have seen that exhibited during this time. Your words of encouragement are much appreciated, and I pass them along to the rest of our team through emails and other forms of communication.

I know that the big question that you all want to see addressed in this letter is, "When will I be able to come to visit my loved one, and when will they be able to leave the Redstone campus with me?" Unfortunately, as you probably already know from watching the news, I don't have an answer for you on that, yet. Westmoreland County continues to be very fortunate with a low number of cases, but it is important that our state and our nation practice appropriate caution, especially for our senior living communities. Across our nation, over 10,000 residents of senior living communities have fallen victim to COVID-19. This number is staggering. Through all of our loving acts of quarantine and isolation, we have reduced the death toll, especially in our area. Therefore, as hard as it is on all of us, we must stay the course.

We are beginning to talk about our plans for "reopening." We will be taking some first steps in the near future. But for now, our no-visitor policy remains in place across all levels at Redstone, and residents are not permitted to leave the campuses, other than for necessary medical treatments. We will continue our personal shopper service until the state decides that residents of senior living communities may be out and about in the community. Day-to-day, we will carry on as we have been doing, even as we begin to prepare for what our new normal will look like.

Please remember the following:

- Residents are advised to wear a mask or face covering when they leave their apartment or when the housekeepers or maintenance employees are in the apartment. We protect each other with our masks. If you are dropping off packages at Redstone, please wear a mask to come to our entrance.
- Residents must continue to refrain from congregating in public spaces.
- We continue to welcome deliveries from you, and from florists and other delivery services. Deliveries should be made on Mondays through Fridays between 2 pm and 7 pm if at all possible. Please advise your resident that they should not wait in the lobby for you to come with a delivery.
- We will continue to have one point of entry on each campus. Please DO NOT allow your resident family member to open side doors for employees or family members to enter through. Residents are asked to exit and return through the front door if they are going for a walk.

- If your family comes to make a “window visit,” please make sure that the glass window is closed. Likewise, if the resident has a patio and your family visits on that patio, the door must be closed with the resident inside and the family, outside. You may not pass items to your resident through the door, rather bring deliveries to the front entrance.
- As the weather improves, we encourage residents to get outside daily for some air. At this time, your family may not come to campus to accompany your resident on a walk or to visit outside.
- If you would like to arrange to visit with your resident through the skype or facetime, please call your resident’s campus and ask to speak to a member of the Lifestyles Team or Housing Assistant and they can help to make arrangements.

We recognize that Mother’s Day is looming large for many. We never expected that this quarantine would continue in to May, but that is the reality that we are facing. We want to accommodate every family who wishes to make a virtual visit using skype, facetime, or zoom, in celebration of Mother’s Day. Look for a special letter that we will be sending out early next week which will further describe our procedures for virtual Mother’s Day visits and the delivery of packages. We are also planning some extra little treats for our residents, especially the women who will celebrate being mothers, daughters, sisters, and aunts, on this special day. As challenging as this will be, protecting our residents through the celebration of Mother’s Day will be taken seriously.

We are not alone in beginning to figure out what life will be like for us post-quarantine. Churches, businesses, physicians, stores, hair salons, arts organizations, schools, etc. are all struggling to figure out how to do the next right thing as we move forward. The decisions will not be easy. For us, keeping our residents healthy and happy are our highest priorities. We are grateful for your ongoing cooperation and support as we continue in this time together.

May God continue to bless each of us!

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