



Dear Family and Friends of Redstone Residents,

Here are your COVID-19 updates for Friday, May 1, 2020.

Another week, and another month, of quarantine/pandemic has passed and we're still standing! Once again I THANK YOU for your support in being patient with the guidelines that have been established for our residents. Every hard decision we have had to make has been firmly upheld, out of love for our residents, their families, and our employees. I'm also so grateful for our Redstone team that has worked so hard during this time, and I know that you are, too. Thank you for the notes of appreciation that you have sent!

We are having a strong response to our Mother's Day Virtual Visit program. Many of you are requesting virtual visits on Sunday – Mother's Day. Unfortunately, we probably won't have the staff to accommodate a large number of Sunday "visits." A lifestyle team member will be in touch to schedule a visit and try to find a time that works for you. Remember you may sign up for a virtual visit by going to the website at www.redstone.org, then clicking on the Coronavirus landing page, and then on the right side of the page clicking on the Virtual Mother's Day visit link. Please make sure that you have signed up by Friday, May 8th.

We continue to await federal and state guidelines as to what the coming weeks and months will mean for senior living communities, so I don't have as much news to report to you as I would like. As we await this news, please remember the following:

- Residents are still not permitted to have visitors, or to leave our Redstone campuses.
- Anyone who does come to our campuses, to deliver a package for example, must come to the front door to be screened.
- Please remind your resident that they should never open a side door to let you or anyone else into the buildings. Doing so jeopardizes their health and the health of their fellow residents. If you make a window visits, do so through a closed glass window or door. Use a phone so that you can talk with each other.
- If your family is delivering groceries or packages to a resident, please make the deliveries Monday through Friday, between 2 pm and 7 pm if at all possible. This is the time during which we have the most staff to then make the delivery to residents. We are adding special Mother's Day weekend delivery hours of noon to 3 pm on Saturday and Sunday next weekend to accommodate Mother's Day deliveries, too. Please discourage your resident from waiting in the lobby for you to make your delivery.
- We encourage residents to go outside on nice days. They are asked to wear their masks, covering their mouth and nose, when leaving their apartments. We're sorry, but for now you still cannot visit with your resident while they are outdoors.

Here in Westmoreland County, we have been so fortunate for the low number of cases of COVID-19. Those living in senior living communities, however, continue to be at a higher risk, so our efforts have not been in vain. While our focus continues to be on preventing COVID from entering our buildings, we're expanding that focus to begin to look at what life looks like "post-pandemic" for the rest of 2020. Here are some items we're working on:

- Next Monday, we are reopening our corporate office at Chapel Hill – but with limited daily occupancy and strong social distancing/infection control guidelines. This means that some of us who have been on the campuses since March 13 will be returning to our offices. Of course, we

are available at any time if needed in any buildings, and encourage you to call us with any questions or concerns that you might have.

- We are working on a plan that slowly opens some areas of independent living, like dining rooms, small group activities, chapel services, etc. We hope to open our beauty shops, serving one client at a time. All of this will be done in a new “normal” with limited seating, social distancing and infection control practices for all. We don’t have solid plans or dates yet, but I hope to provide you with information in next week’s letter.
- We are closely monitoring CDC and DOH guidelines for their direction on reopening our buildings to visitors and volunteers – which in reality is probably at least a few more weeks away. We will keep you posted on what we hear. We will be establishing new policies for visiting in the post-pandemic world. Visitors will need to continue to enter through the central entrance for screening, and the number of visitors will probably be limited. Updates on this will come as soon as available.

We all know the old saying, “April showers bring May flowers.” We hope that the month of May brings brighter days for all of us. We are weathering a challenging storm together, and while the storm is not over, we believe that brighter days are ahead. We are grateful for your ongoing cooperation and support as we continue in this time together.

Happy May!

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