



Dear Family and Friends,

Here are your COVID-19 updates for Monday, March 23, 2020

The weekend was relatively quiet here at Redstone. Thank you for your ongoing efforts to help us protect your loved ones by limiting contact on our campuses.

We continue to observe the following:

We are following a “No Visitor” policy in our Personal Care Homes and the Skilled Nursing Facility. Exceptions may be made for families who have residents near end-of-life.

We strongly suggest that families of our Independent Living residents also follow this no-visitor policy in order to best protect your loved ones and all of our residents.

You may drop off packages for your loved ones. The evidence is conflicting as to whether or not the virus may be transmitted through packages. Therefore, we ask that you consider delivering only essential items, and limit your personal deliveries to one per day if at all possible. We strongly discourage Independent Residents from meeting you in the lobby when you bring a delivery. This contact may unnecessarily introduce the virus into our community. IL residents continue to be able to walk about the building or to walk outside weather permitting. They must enter and exit through the front door. Family members should not meet them and accompany them on these outside walks. We further discourage family members from taking IL residents on car rides. IL residents who do go in a vehicle for any reason need to wear a mask.

We continue to deliver newspapers and packages to resident rooms. IL resident mail is delivered to the mailroom. We encourage them to wait until after 2pm to make sure that mail is in place before trying to retrieve it.

As a reminder, all persons entering our buildings for ANY purpose must enter and exit through the front doors. IL residents who wish to take a walk should also use these front

doors. We discourage IL residents from lingering in the lobby areas due to the amount of traffic in this area.

Meals continue to be delivered to rooms. IL residents may call or use the CATIE system to order.

Employees continue to be screened at the start and end of every shift. We are following careful policies as to when employees need to stay home from work or wear masks. Our clinical team has developed a plan for isolation areas should we have a resident test positive for COVID-19. At this time we have not had any one diagnosed, but as the virus spreads, we are preparing for that in earnest.

Again, thank you for your cooperation in helping to protect your loved ones. Please let us know if there is anything that we can do for you at this time. Our prayers remain with you, as we hope yours are with us.

Sincerely,

Vicki Loucks, RN, MSN, MBA

Vice President & Chief Operating Officer

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