



Dear Residents, Families, and Friends,

Here is your Covid-19 Update for May 21, 2020.

In order to make sure that we are consistently sharing information, we are sending one letter for both residents and families this week. We have much information to share today! Back in the beginning of March, we were faced with very difficult decisions as we had to quickly develop policies and procedures related to infection control, visiting, isolating residents, etc. We thought for a while, that the hard decisions were behind us. Little did we realize that moving into the recovery phase for this pandemic would bring just as many, if not more, difficult decisions for all of us.

We continue to be extremely fortunate that we have not had a single case of COVID-19 in our resident or employee community at Redstone. As we've said in the past, this is undoubtedly due in large part to the cooperation and support that we have had in everyone working together to keep our residents safe. As the nation and our states begin to be more anxious to see our lives "return to normal," finding the balance for our especially vulnerable senior communities is quite the challenge. In some areas (our Personal Care Homes and Nursing Home) our decisions continue to be directed by the regulations that have been put in place at the state and federal level. With our Independent Living residents, we do not have as much definitive guidance and so it falls to us to make the best decisions. As clinicians, we would like to keep all of our residents in a protective bubble until the virus has been eliminated, but we know that for emotional and physical wellbeing, risk taking is an essential part of life. So it is time for us to begin making some decisions for moving forward, even while recognizing that these decisions will bring some risk.

Our "Recovery Team" meets regularly to review our policies and plans. The guidance we receive, and the decisions that we make, still change rapidly. Therefore, the guidance that we are outlining in this letter should be considered to be in effect through the next week, and then we will update you with additional guidance.

As mentioned previously, policies related to our Personal Care Homes and the Nursing Home are directed by the state and federal government. Therefore, our no visitor policy must remain strictly in effect for these areas, and residents living in these areas still may not leave the Redstone campuses except for essential medical appointments. Families may transport residents in these and all levels of care to essential medical appointments, but should not make other stops while accompanying the resident. We continue our window and virtual visits, and encourage you to reach out to a member of the Lifestyle team should you choose to schedule one of these visits. Activities will remain hallway based for residents at these levels of care for a while longer, but we have begun bringing some of these residents to the dining room so that they can enjoy a meal with some fellowship – all within safe guidelines for distancing. We know that residents and families from the Personal Care and Nursing Home levels of care are frustrated and ready to be reunited. At this time, however, we cannot tell you with assurance when the state will permit this to begin. We will continue our practice of coordinating end-of-life visits for families with residents who are clinically deemed to be appropriate for these visits. We have stayed the course so well in protecting these most

fragile residents. We ask you to hang in there with us for a little longer so that we can safely complete this hard journey that we have been on together.

For our Independent Living (IL) residents, the county move to “yellow” does provide us with the opportunity to begin cautiously encouraging residents to return to shared community life. Beginning next week, we will be offering some group activities for IL residents, with group sizes limited to 10. Our Lifestyle team, our chaplains, and our exercise specialists will be coordinating these group gatherings to make sure that safe distancing, mask wearing, and hygiene procedures are followed. Residents will be provided with instructions for registering for these events. As we move into June the following week, we plan to begin inviting our IL apartment residents to return to dining in the dining room. Again, this will occur in small groups and with safe distancing and screening procedures. Unfortunately, because at this time the state of Pennsylvania is not allowing hair salons to operate until the green phase of recovery, we are still not able to reopen the salons on our campuses. We will do so when the state permits. Please also note that our scheduled weekly screening of IL residents for temperature and wellness will be replaced with random screenings of residents, combined with increased education for residents so that they will be more aware of their own symptoms and risk factors.

At present, we continue to encourage IL residents to only leave our campuses for the purpose of essential medical appointments. However, we understand that many of our IL residents, especially those who drive, are anxious to have more freedoms. Beginning next week, IL residents may move about the external community more freely, as they see fit. We do feel it is appropriate, however, for us to offer a word of caution to these IL residents. COVID-19 remains a real and present threat, especially within senior living communities. We encourage IL residents, as we have encouraged our employees over the past months, to make wise decisions. Only go out when it is necessary. Avoid crowds of any type. Always wear a mask when outside of your apartment, and make sure that you are washing your hands frequently. For now, we will continue to offer the personal shopper program especially to support residents who choose not to go out to the stores. Just as we know that our county could return to Red with a spike in COVID cases, a positive case here at Redstone would require us to rescind these relaxed policies for the protection of our IL residents. For many, the greatest joy of living at Redstone is being a part of a caring community. Practicing caution with our decisions and excursions outside of Redstone, is part of caring for one another during this challenging time. Please also note that residents across all levels of care will be required to quarantine in place in their own apartment or room following an overnight or longer hospitalization stay.

As of this writing, we will continue to uphold our no visitor policy across all of our levels of care, including IL. We are working on plans to safely permit limited visitation, but we want to move cautiously. These plans will most likely limit visiting times, number of visitors, and require the wearing of masks and screening before entering out buildings. We will provide those details to you when the time is right. IL residents may now make the personal choice to visit with their families outside of our Redstone communities, but we still believe it is safest to stay the course with not permitting visitors on our campuses at this time. Families may continue to drop off packages Mondays through Fridays between 3 pm and 7 pm, and of course, window and virtual visits remain welcome.

One additional detail that we want to share with you is related to entrances to our campuses. We know that a single point of access through the front door has provided a hardship for our residents. Beginning on Tuesday, May 26th, additional doors will be accessible for residents to use. We cannot overstate, however, how important it is that only residents use these access points. In order to maintain a safe environment, our employees, vendors, and family members may not enter the buildings through these side or back entrances. Except for residents, EVERYONE must continue to use the front single point of entry for the foreseeable future. The screening that we do at the single point of entry is one of the most important tools in our toolbox for caring for our residents. While you may be tempted to enter the building through a side door, out of great concern for our residents, we ask your cooperation with the single entry policy. We will be using cameras to monitor our entrances, and will address any occurrences that are a breach of this policy.

Last, you have probably heard on the news some discussion about required COVID-19 testing for nursing homes and personal care homes. There has been much confusion about this testing. As of this moment, the instruction from the state and federal government has come to us in the form of guidance, rather than a mandate. Our clinical team is carefully weighing the implications of what it would mean to test our residents and employees. Because we have remained COVID free at Redstone, we are not certain that universal testing is a right or necessary move for us to make at this time. We will take an evidence-based approach to testing and be certain that, should we move to universal testing, we would do so to inform our decisions moving forward regarding our infection control practices. We are consulting with experts in various fields, and will follow what we believe to be best practices, once these best practices become clearer.

So far, the move to yellow in our region seems to be smooth and we have not seen the feared spike in cases. We pray that these positive trends continue. We believe that recovery has begun, and we have taken our first cautious baby-sized steps in the right direction. We continue to be so appreciative of your support and encouragement. We are so grateful for our residents, their families, and our Redstone friends, each and every day.

Sincerely,

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