



Dear Residents, Families, and Friends,

Here is your Covid-19 Update for Friday, June 12, 2020.

These Friday letters seem to roll around very quickly! This week was relatively quiet for us at Redstone, with our universal testing completed and our incredibly good news that we had zero positive test results across our Redstone communities. As we've said before, we credit this to your support and cooperation, and a little good luck, too. This testing process satisfied the requirement placed upon us by the Department of Health. Unless we see another positive case in our resident or employee communities, we will not be doing additional testing. We realize that this could always change, however, based on the guidance of the Department of Health.

We've been happy to see our campuses beginning to come back to life. Apartment residents are returning to the dining room for carefully orchestrated safe dining. Likewise, some small group activities are taking place, and the gyms have reopened for IL residents. Our beauty salons have also reopened to apartment residents for appointments. At this time, residents in Personal Care and Skilled Nursing are still unable to visit public spaces, including the salons and fitness centers. We know this is a frustration, and we anxiously await further guidance from the state as to when you will be able to enjoy these amenities once again. Residents who live in our Villas are still unable to visit our main buildings to use the facilities, but will be able to do so upon the return of visitors.

The BIG question on everyone's mind is related to visiting. When can families come to the campuses to visit? As we stated in last week's letter, the state has said that "congregate senior living communities" like Redstone, should remain closed to visitors for 28 days after the county has moved to the green phase of recovery. Out of care for our residents and respect for the Department of Health's guidance, we are abiding by this policy. In next week's letter, we will provide specific visitor policies, and the date on which we will begin welcoming visitors to our campuses once again. We anticipate this date will be on or soon after July 3, based on the guidance from the state. We all must be aware that a surge in cases in our area, or a positive case on one of our Redstone campuses, may impact this timeline and plan for the return of visitors.

We will have established visitor hours, the number of visitors per resident per day will be limited, and every visitor will need to enter through the front door to complete a screening process before proceeding to visit. The screening will include a temperature check, questions about symptoms, and questions about travel. Visitors and residents being visited will need to wear facemasks. Frequent handwashing will be important, as will be distancing. As much as we want to give each other hugs and kisses, virtual hugs from six feet away remain much safer! While some of what we know about COVID-19 seems to still be confusing, it is abundantly clear that our senior population is at most risk for contracting and becoming very sick from this virus. All of our decisions continue to be made in light of this knowledge and out of love for our residents. (villa residents will undergo screenings to come in to use the gym, eat in the dining room, etc.)

For now, across all levels of care, our no visitor policy continues and we ask for your continued support and cooperation. Father's Day is approaching on June 21 and this will be one more holiday that you will spend apart from your loved ones. Families are encouraged to call the campus and ask to speak to a Lifestyle Associate about setting up a virtual visit via Facetime, Skype, or Zoom. Window visits continue to be welcome. We will also be honoring all of our men at Redstone as part of our Father's Day observation. Because villa residents are not considered to be part of the "congregate community" you are permitted to allow visitors into your homes.

Some of our IL residents have asked if they are “allowed” to go to the store or go to visit their families. In the green phase, our IL residents are able to make their own good choices about what they do in the external community and are able to move about freely. While families still can’t visit in our main buildings, IL residents are free to visit with them in another location. Wherever IL residents choose to go, we encourage them to avoid crowds and unnecessary trips. Even here at Redstone, it is important for our IL residents to continue practicing good social distancing, wear your masks, and wash your hands frequently. Because IL residents are able to move more freely about the external community, we have returned to fee-based services for transportation to medical appointments for them. Transportation continues to be provided free of charge for those in Personal Care or Skilled Nursing, since they are still not able to move freely about the external community.

Beginning on Monday, June 15<sup>th</sup>, our personal shopper program is being reduced as more residents are going out to do their own shopping. We will no longer be providing this service to villa residents. If you have an extenuating circumstance (i.e. an illness, no local family), please don’t hesitate to speak with Pam Williams or Linda Dickson about your need for continued shopping service. Our gift shops will be reopening on Monday, June 22<sup>nd</sup>. There will be restrictions on how many people can be in the gift shop at one time, and hours will be slightly adjusted. We’re happy for this additional sign of life returning to normal. Villa residents will be able to visit the shops once we re-open our campuses to visitors.

We want to let our Greensburg residents and families know that we are installing a new badge reader on the front door which will mean that the door is secured at all times. From 8 am to 8 pm, someone will be at the reception desk to assist you. If you find yourself unable to enter through this door after hours, pick up the phone in the vestibule area to call the nurses station, and someone will assist you.

In last week’s letter, we discussed our concerns about travel over the next few weeks. Our travel policy is a constant work in progress. A few days ago, Myrtle Beach appeared to be a “safe” place for visiting on vacation. Yesterday, due to a spike in cases, this area “shut down” for an additional 30 days. Traveling to parts of the country that have higher levels of COVID cases is a risk. We ask all residents who are planning an overnight trip away from Western PA, to truthfully review their travel plans with the Campus Director. If residents are visiting an area considered to be a high COVID area, they will be asked to quarantine for 14 days upon their return to this area. Employees who have visited an area believed to be at-risk will not be permitted to work for 14 days upon their return. These steps are taken to continue to maintain the safest possible environment for ALL of our residents and employees. (As villa residents, this policy does not apply to you, however, you will not be able to visit Redstone public spaces (the gyms, dining room, etc.) for 14 days upon your return from a trip to a high-risk area.)

Our COVID-19 battle has now waged for 3 months. Compared to many other senior living communities, we have been extremely fortunate. We don’t underestimate the pain that this has inflicted upon our residents, families, and employees. We like to say that our employees are superheroes because they have shown up so well throughout this time – but our residents and families are every bit as worthy of this title. You have been amazing. We are grateful for the forward progress that we are all making together. Let’s continue to practice all that we have upheld and learned over this time, and stand strong together against COVID-19!

*Vicki*

Vicki Loucks, RN, MSN, MBA  
Vice President & Chief Operating Officer  
Resident and Family Hotline: 724-972-4579  
hotline@redstone.org