



Dear Residents,

Here are your COVID-19 updates for Wednesday, March 25, 2020.

Again we are writing to you today with some fairly significant changes. Please know that we don't take these actions lightly, but we do make them firmly. Our decisions are acts of love for the people we love. The coronavirus is spreading throughout our area. Our efforts continue to be focused on minimizing the risk of spread in our Redstone communities.

Beginning on Thursday, March 26th, we will need to further control the delivery of packages to residents in the main building. Families may drop off items at the main desk on each campus between 2 pm and 7 pm, Monday through Friday. Drop offs should be limited to one per day per resident. We make this decision based on the amount of traffic that has been coming in to our buildings to drop off packages, and because the evidence is not completely clear as to how long the virus lives on surfaces.

In addition, we must change our "Personal Shopper" program, because frankly we have been overwhelmed by the number of orders. Therefore, instead of offering the shopping service every day, we will be offering shopping on a rotating basis through the campuses. Each campus will have an opportunity to order through the personal shopper service two days per week. A separate instruction sheet about the new personal shopper program will be distributed soon.

Please also remember the following continued policies:

- 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. Residents may not visit across levels of care at Redstone.
- We strongly suggest that families of our apartment and villa residents also follow this no-visitor policy in order to best protect all of our residents.
- You are still able to walk outside weather permitting.

- Apartment and Villa residents are discouraged from congregating in groups in public spaces or in your homes.
- 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.
- Facetime or Skype visits with people in personal care and our skilled nursing & rehab center can be arranged by contacting Jill Wolfe at jiwolfe@redstone.org to schedule a time. Due to a strong response to this opportunity, it is important to schedule your visit.

Thank you for your continued cooperation as we work together to keep you safe!

Sincerely,

Vicki Loucks, RN, MSN, MBA
Vice President & Chief Operating Officer
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