



Dear Residents,

Here are your COVID-19 updates for Tuesday, March 24, 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 our residents. 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. Please make sure that you share these policy changes with your family members.

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. Items which are available through Morrison (i.e. eggs, bread, etc.) will be supplied through Morrison. A separate instruction sheet about the new personal shopper program will be distributed tomorrow, Wednesday, March 25.

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 Independent Living residents follow this no-visitor policy in order to best protect all of our residents.
- IL residents continue to be able to walk about the building or to walk outside weather permitting. You must enter and exit through the front door. Feel free to walk through the lobby to use that door, but avoid lingering in the lobby since this is a high traffic area. Family members should not meet you and accompany you 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.
- IL residents are discouraged from congregating in groups in public spaces or in apartments. Your apartment doors may be open and we encourage you to watch your CATIE system for announcements about activities being delivered over the closed circuit television system in your building.
- We continue to deliver newspapers and packages to resident rooms. IL resident mail is delivered to the mailroom. We encourage IL residents to wait until after 2pm to make sure that mail is in place before trying to retrieve it. Stamps are available through the housing assistant on your campus.
- 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.
- Facetime or Skype visits can be arranged at any level of care. Please contact 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 with your family.

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
Direct Dial: 724.216.0934