



Dear Residents,

Here are your COVID-19 updates for Wednesday, April 1, 2020

Within the past 24 hours, there have been over 1,000 news cases of COVID-19 in Pennsylvania. We continue to take our precautions and preparations very seriously. Thank you for your ongoing support. The efforts everyone is making are making a difference in our communities. .

You are familiar with the very hard decisions that we have made and the policies that are still in place:

- All Independent Living Apartment, Personal Care, and Nursing Home residents must remain on the Redstone campus at all times except in the case of essential medical treatment.
- No visitors are permitted within our buildings.
- Residents may not visit other levels of care.
- Practice social distancing (with that 6 feet of separation) at all times
- Families may drop off care packages between 2 pm and 7 pm, Monday through Friday.
- Employees and residents continue to be screened for signs and symptoms of the virus.

You may have noticed that all of our employees are now wearing masks. Clinical employees are wearing disposable surgical masks, and other employees have been issued cloth masks. This change came because of a new direction from the state of Pennsylvania. Our employees are wearing masks to help protect you. We need more “sew-ers” to help make masks. If you, or a family member, sew, please contact us and we can provide instructions for making masks.

We continue to prepare for the possibility of treating patients with COVID-19 at Redstone. We have established an isolation unit within the nursing home and are training a team of staff to work in that area. Employees who will be working in that area need to be “fit tested” for N95 masks. An outside company will be setting up a tent outside of the nursing home next week, where these fit tests will be conducted. Don’t let the sight of this tent frighten you. This is a step in preparing for what we might face in the future.

The personal shopper program has been challenging but seems to be going well. Make sure that you have your order slip to the housing assistant by 4 pm the day before your designated

shopping day. We are only permitting our shoppers to visit one store, in order to minimize their own exposure to crowds. We know that you have store and brand preferences, but we have to consolidate shopping to one store at this time. If you need a prescription picked up, please let your housing assistants know several days in advance if at all possible. If you have a check that needs to be dropped off at a local bank, please provide that check, in an envelope with a deposit slip, to your housing assistant by 4 pm. It will be taken to the bank the next day. If you would like assistance with setting up a banking app on your phone so that you can deposit your checks remotely, ask your housing assistant and she will get someone to assist you.

We have had questions about haircuts. Unfortunately, every one of us is sharing in this pain. Haircare services have not been deemed an essential function in Pennsylvania. We will all be experiencing the pain of straggly hair, gray roots, and in some cases, out-of-control eyebrows. If you have actual hygiene concerns, please speak with your campus director and we may be able to have home care assist with your concerns.

If you are struggling with this time of isolation, please don't hesitate to reach out to me, your campus chaplain, or any of our Redstone team members. We really are in this together. May we keep all of those who have been impacted by COVID-19 in our prayers.

Sincerely,

Vicki Loucks, RN, MSN, MBA  
Vice President & Chief Operating Officer  
Direct Dial: 724.216.0934