



Dear Residents,

Here are your COVID-19 updates for Friday, May 1, 2020.

Another week, and another month, of quarantine/pandemic has passed and we're still standing! Once again I THANK YOU for your support in being patient with the guidelines that have been established for you. Every hard decision we have had to make has been firmly upheld, out of love for our residents, their families, and our employees. I'm also so grateful for our Redstone team that has worked so hard during this time, and I know that you are, too. Thank you for the notes of appreciation that you have sent!

We continue to await federal and state guidelines as to what the coming weeks and months will mean for senior living communities, so I don't have as much news to report to you as I would like. As we await this news, please remember the following:

- Residents are still not permitted to have visitors, or to leave our Redstone campuses.
- Anyone who does come to our campuses, to deliver a package for example, must come to the front door to be screened.
- Please do not open side doors to allow employees, family members, visitors, delivery people, or anyone else to enter through a side door. By doing so, you do jeopardize your health and the health of your fellow residents.
- If your family is delivering groceries or packages to you, please ask that they make the deliveries Monday through Friday, between 2 pm and 7 pm. This is the time during which we have the most staff to then make the delivery to you. We are adding special Mother's Day weekend delivery hours of noon to 3 pm on Saturday and Sunday next weekend so please feel free to share that with your family. You should not come to the lobby to meet your family member making a delivery, but instead wait for our team to deliver to you. Do not permit your family to pass groceries or packages to you through an open window or patio door.
- Are you hoping for nicer weather in the days ahead? I certainly am! On nice days we encourage you to get outside. When you go outside, you will need to continue to exit and return through the central front doors. Remember to wear your mask any time you leave your apartment. Your mask should cover your mouth and nose. You may visit with your neighbors when outside, but please maintain that 6 feet of space around you. We're sorry, but for now you cannot visit with your family members outdoors.

Here in Westmoreland County, we have been so fortunate for the low number of cases of COVID-19. Those living in senior living communities, however, continue to be at a higher risk, so our efforts have not been in vain. While our focus continues to be on preventing COVID from entering our buildings, we're expanding that focus to begin to look at what life looks like "post-pandemic" for the rest of 2020. Here are some items we're working on:

- Next Monday, we are reopening our corporate office at Chapel Hill – but with limited daily occupancy and strong social distancing/infection control guidelines. This means that some of us who have been on the campuses since March 13 will be returning to our offices. Of course, we are available at any time if needed in any buildings, and encourage you to call us with any questions or concerns that you might have.
- We are working on a plan that slowly opens some areas of independent living, like dining rooms, small group activities, chapel services, etc. All of this will be done in a new "normal" with limited seating, social distancing and infection control practices for all. We don't have solid plans or dates yet, but I hope to provide you with information in next week's letter. We are also working on getting the beauty salon opened as soon as possible, to serve one resident at a time.

- We are closely monitoring CDC and DOH guidelines for their direction on reopening our buildings to visitors and volunteers – which in reality is probably at least a few more weeks away. We will keep you posted on what we hear. We will be establishing new policies for visiting in the post-pandemic world. Visitors will need to continue to enter through the central entrance for screening, and the number of visitors will probably be limited. Updates on this will come as soon as available.

We all know the old saying, “April showers bring May flowers.” We hope that the month of May brings brighter days for all of us. We are weathering a challenging storm together, and while the storm is not over, we believe that brighter days are ahead. We are grateful for your ongoing cooperation and support as we continue in this time together.

Happy May!

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Vice President & Chief Operating Officer

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