



Dear Residents,

Here are your COVID-19 updates for Monday, March 23, 2020.

The weekend was relatively quiet here at Redstone. Thank you for your ongoing efforts to help us protect you and all of your friends at Redstone by practicing social distancing.

We continue to observe the following:

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 also follow this no-visitor policy in order to best protect all of our residents.

Family members may drop off packages for you. The evidence is conflicting as to whether or not the virus may be transmitted through packages. Therefore, we ask that your families consider delivering only essential items, and limit their deliveries to you to one per day if at all possible. We strongly discourage Independent Residents from meeting family members in the lobby when they bring a delivery. This contact may unnecessarily introduce the virus into our community. 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.

The personal shopper service has become challenging with a high volume of orders and length lists. Please try to limit your shopping list to essential items. We are looking at ways to better spread out the flow of orders to our drivers and will provide you with more updates on this tomorrow.

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.

Again, thank you for your cooperation in helping to protect YOU during this unprecedented time. Please let us know if there is anything that we can do for you at this time. Our prayers remain with you, as we hope yours are with us.

Sincerely,

Vicki Loucks, RN, MSN, MBA

Vice President & Chief Operating Officer

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