



Dear Families and Friends of Redstone Residents,

Here are your COVID-19 updates for Friday, April 17, 2020

Yesterday, President Trump and his advisory team outlined a plan for the reopening of America, in light of the Covid-19 pandemic. The data driven plan, based on phases and a continual decline in cases, will see varying timelines state-by-state. The three phases of the plan specifically addresses senior living communities, and calls for a continuation of a no-visitor policy until the third phase of the plan. While our hope is to see life return to “normal” as quickly as possible, we recognize that phase three of this reopening plan is probably at least six weeks away. While this disappoints us, we believe that this plan is in the best interest of protecting the seniors who live in communities like Redstone. Therefore, along with the rest of the United States, we will continue to practice what we have put in place here at Redstone, and make our way together safely, until the time for full reopening is right.

Day-to-day, we do not have much to report. Please know that should we have an active case of COVID - 19, we will communicate with you immediately. If we have changes in our policies, we will be in touch right away. But for now, as we have discussed, we will move to communicating with you on a weekly basis, instead of a daily basis. Even though our policies and protections continue, I hope that you will look at this reduction in communication as a positive step towards normalcy.

As we stay the course, please remember the following:

- We want residents to wear their mask or face covering when leaving their apartment or when the housekeepers or maintenance employees are in the apartment. We protect each other with our masks.
- Residents must continue to refrain from congregating in public spaces.
- Families are asked to bring deliveries of care packages Mondays through Fridays from 2 pm to 7 pm. Please bring deliveries to the front lobby and we will deliver them to your resident. Please discourage them from waiting in the lobby for the delivery.
- If your family comes to make a “window visit” to a resident, please make sure that the glass window is closed. Likewise, if your resident has a patio and your family visits directly to their patio, please visit through a closed door and do not pass items through the patio door.
- As the weather improves, we encourage residents to get outside for some air every day, but again, we encourage maintaining appropriate physical distancing. For now, we ask that you don’t come to Redstone with the intention of walking with your family member or visiting outdoors. This creates concern throughout our resident community, as we must try to enforce our policies with consistency and fairness.
- If you would like to arrange to visit with your resident through the skype or facetime, please suggest that they speak with their Lifestyle Team member who can help to facilitate this. You may also contact jiwolfe@redstone.org to make this request.

Every day I am grateful that our efforts have helped to maintain a safe community for our entire Redstone community; residents, employees, and our families. Every person matters as we fight this fight. Let us not grow weary, but continue to care for one another as we win this battle against Covid-19. Please know that you can always reach out to us through the hotline phone number or email below.

Vicki Loucks, RN, MSN, MBA

Vice President & Chief Operating Officer

Resident and Family Hotline: 724-972-4579

hotline@redstone.org