



Dear Family and Friends of Residents,

Here are your COVID-19 updates for Friday, May 8, 2020.

The past few weeks have been life-changing for all of us. We have been tested and challenged in ways we would have never imagined. As of this letter, I am glad to be able to report that Redstone remains COVID-19 free. While we all can take some credit for that because of the policies that we have instituted and upheld, we know that other organizations which have worked just as hard, have not been so fortunate. In the state of Pennsylvania as of Wednesday, there are over 50,000 cases of COVID-19. Approximately 12,000 of those cases are residents and employees of senior living communities. Even while Pennsylvania and other states turn attention to reopening business and the economy, we realize that we need to err on the side of caution in long term care. As one of my colleagues in LeadingAge recently challenged us, "Don't give up, and don't let up."

As we begin to understand more about the plans for reopening at both the state and federal level, it is clear that changes of practice within senior living communities will be down the road. We are glad that Westmoreland County is moving to the YELLOW phase, today, but yellow won't really mean noticeable changes for us in senior living communities. Our restrictions will need to remain in place until our government, and our Redstone leadership team, believe that it is safe to implement changes.

In light of this, please continue to uphold the following policies:

- Residents are still not permitted to have visitors, or to leave our Redstone campuses.
- Residents who must leave for essential medical treatment should contact their campus director for guidance about transportation and other instructions related to medical treatment.
- Residents may not open side doors to allow employees, family members, visitors, delivery people, or anyone else to enter the building. By doing so, they jeopardize their health and the health of their fellow residents. Everyone must enter through the front door of our building and undergo wellness screening.
- If you are delivering groceries or packages to your loved one, please try to make these 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 residents. (We are offering special Mother's Day drop-off hours this weekend on Saturday and Sunday from noon to 3 pm.) Residents should not come to the lobby to meet the family member making a delivery, but instead wait for our team to deliver to them. Families may not pass groceries or packages to residents through an open window or patio door.
- Residents are encouraged to walk or sit outside on nice days. They will need to continue to exit and return through the central front doors. They should wear their mask any time they leave their apartment. The mask should cover the mouth and nose. Residents may visit with their neighbors when outside, but should maintain that 6 feet of space around them. For now, residents still may not visit with family members outdoors.

In last week's letter, we may have been a little optimistic about some of our plans for reopening. In order to make sure that everyone is as safe as possible, we will continue to work on the details for our reopening plans, but these plans won't be implemented until the time is right. Behind the scenes, we have a great team that is putting together policies that will allow us to return to some normalcy, all while observing limited seating, physical distancing, and thorough infection control practices.

We will continue to wait for guidance from the CDC and the DOH as to when it will be safe to allow visitors and volunteers, and to permit residents to be out and about in the external community. We will

continue to offer the personal shopper service until we receive word that it is safe for residents to return to the stores. As I mentioned last week, new visitor procedures will most likely require visitors to enter through the front doors and to undergo screening. We will update you with all of this information as soon as it becomes clear.

Managing COVID-19 has felt like running a marathon. Novice runners can make the mistake of trying to sprint too fast, which leaves them unable to finish the race. It is important for us, too, to keep the pace and stay on course through this time. We have all worked so hard to get safely to this point, so in our desire to return to normal, let us be appropriately careful. You have been patient, understanding, and resilient. Let's press on in this race, continuing to support each other each and every day.

Sincerely,

Vicki Loucks, RN, MSN, MBA  
Vice President & Chief Operating Officer  
Resident and Family Hotline: 724-972-4579  
[hotline@redstone.org](mailto:hotline@redstone.org)