



COVID-19 Updates for Family and Friends of Residents

We are providing you with updated information as of Sunday, March 15, 2020

In order to protect our residents and comply with CDC guidelines, we continue to enforce the NO VISITOR policy in our Personal Care Homes and Skilled Nursing Facility. Residents in these levels of care must remain in their rooms, and will receive their meals in their rooms. Those who have a resident who is very near to end of life will be provided with visiting accommodations. Contact the Campus Director on your campus if this is your situation. We are fully aware of the pain that this causes our families and residents, but we remain committed to protecting our residents in accordance with the best guidance that we have been given.

We will continue to assist families and residents in setting up SKYPE visits. Please contact jwolfe@redstone.org to make these arrangements. Activities will take place individually in rooms, as all group activities have been cancelled. Residents in Personal Care and Skilled Nursing may not visit in other levels of care. Although we have indicated that families may drop off packages for their loved ones, there has now been some concern expressed about transmission of the virus, even on solid surfaces. Please contact your Campus Director if you believe that you need to drop off something for your resident that is of critical importance. Personal Care and Skilled Nursing residents may not leave Redstone. Again, contact your Campus Director to discuss medical appointments, etc.

Additionally, as of today, we must enforce guidelines for our Independent Living residents. IL residents may only host two visitors at a time, and these visitors must be immediate family members. Our best advice is, however, that families choose to visit via the telephone and minimize visits to our campus. Even our IL residents are considered to be at high risk, and so limiting visits will provide them with additional protection. It is recommended that IL residents do not leave campus, except for medical appointments

and necessary outings. Those who do choose to visit IL residents will be screened at the Redstone entrance and will not be able to visit if they do not pass the screening test. All visitors must enter through the front door.

Beginning this week we will also institute wellness assessment for our IL residents. We will be taking temperatures and asking questions about possible exposure risks. If concerns are raised during this screening, residents will be asked to self-quarantine in their apartments. Independent Living residents may not visit those in other levels of care. They may continue to visit the dining room for meals, or may order meals via CATIE and have them delivered to their room. All activities are also cancelled for IL residents, too. We are discouraging informal gatherings of residents playing cards, for example, since even this can increase risk of virus transmission.

Your family members may see more employees wearing masks. These employees are not sick, but most likely have been exposed to someone with respiratory symptoms or have recently returned from a vacation within the US. Our clinical team continues to refine a plan for response, should we find ourselves with an actual diagnosis of Covid-19. For updates, visit our website at www.redstone.org. Thank you for partnering with us to keep your loved ones safe during this unprecedented time.

Sincerely,

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Vice President & Chief Operating Officer

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