



COVID-19 Updates for Family and Friends of Residents

We are providing you with updated information as of Tuesday, March 17, 2020.

The best advice that we have received from the CDC and LeadingAge PA has changed **significantly** over the past day. Please note the following:

We are now strongly advising against visitors throughout our ENTIRE campus, including the Independent Living (IL) areas. Our residents, even those in IL areas, are a population group that is at high risk for COVID-19. Visits by those from the outside, increase a resident's risk for being exposed to the virus. For the sake of our residents' health, and the health of their friends and neighbors here at Redstone, please make plans to visit with your love ones only by telephone. We know that this new advice may be very distressing to you and your resident family member, but this advice is based on what we believe will increase their chances of remaining healthy through this crisis. Please do not attempt to visit after hours or by coming in through a back door. This will only place your loved one's wellbeing at risk. Villa residents are encouraged to use their own discretion about hosting visitors in their homes or moving about the community.

We must now also request that IL residents self-isolate in their apartments, for their own protection. Our dining rooms will be closed, similar to restaurants across the state, and IL residents will be able to order meals via the CATIE system and have them delivered to their apartments. In addition to cancelling all organized activities, we strongly discourage residents from gathering informally in public spaces, since this, too, puts them at higher risk. Residents may walk about their hallways, and even outdoors as the weather improves. They may go to their mailboxes. But they should limit their contacts while moving about, and self-isolate as much as possible.

IL residents will be screened for wellness regularly, and those who have a temperature of over 100 degrees or other exposure risk factors, will be required to self-quarantine. External trips to the grocery store and banks are suspended at this time. We are quickly developing a program where we can help a resident get what they need from local grocery stores and pharmacies. IL

Residents are discouraged from leaving the campus, except for medically necessary appointments. Should residents choose to leave to spend this time with family or in another location, they may not return to Redstone until the pandemic is over. IL residents may not visit in other levels of care across our campuses.

We continue to enforce the NO VISITOR policy in our Personal Care Homes and Skilled Nursing Facility, as instituted by the CDC. Residents in these levels of care must remain in their rooms, and will receive their meals in their rooms. Families 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. Jill Wolfe remains ready to help you set up SKYPE visits at jiwolfe@redstone.org Residents in Personal Care and Skilled Nursing may not visit in other levels of care. Personal Care and Skilled Nursing residents may not leave Redstone. Again, contact your Campus Director to discuss medical appointments, etc.

Please contact your Campus Director if you believe that you need to drop something off for your resident that is of critical importance. The virus is believed to remain on solid surfaces for a period of time and packages should be quarantined before delivery. Should you find it necessary to come to the campus, you will be screened for temperature and risk when you enter through the front door.

Employees continue to be screened at the start of every shift. Those who are wearing masks are not sick, but may have been exposed to someone with one of the risk factors. Our clinical team is working so hard to balance caring for our residents, while also developing a response plan should we find ourselves with an actual diagnosis of Covid-19. For updates, visit our website at www.redstone.org.

We have never had to prepare or execute such a monumental plan for protecting our residents here at Redstone. We believe that we are well positioned to care for your residents and our employees during this time. We thank you for your continued support as we make our way through these unprecedented times.

Sincerely,

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