



## **COVID-19 Updates for Family and Friends of Residents**

We are providing you with updated information as of Wednesday, March 18, 2020.

We have provided you with lots of information over the past few days. Today, while most of our practices “stay the course,” we will try to make this a briefer email.

We continue to enforce the “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.

We continue to strongly discourage visitors to our Independent Living Apartments. We strongly discourage IL residents from leaving the building, but they are IL residents and may make their own decisions.

We continue to encourage self-isolation for residents across all levels of care. Residents may take a walk in the hallways or even outdoors as the weather improves, but should observe self-distancing.

Should you wish to set up skype visits across any level of care, please email [jiwolfe@redstone.org](mailto:jiwolfe@redstone.org). Families may visit at windows if appropriate for your resident. You may send messages using our website’s Coronavirus update page at <http://redstonehighlands.org/News/coronavirus>. Look for the button on the right side that invites you to send a message. We will be delivering messages once a day on each campus, most likely in the early afternoon.

IL residents who have difficulty using the CATIE system to order their food may simply call to speak with a dining associate to order their meals. Phone numbers have been provided to the residents. We have launched a “personal shopper” program where team members are purchasing items needed by our residents. IL residents have been given a form to use to request items. Purchases will be billed to the resident’s account and the resident will be provided with the receipt. While we have designed this program for IL residents, PC residents may request assistance from a personal shopper. Contact the PC Manager for assistance.

All residents are being screened for wellness on a regular basis. Those who have a temperature of over 100 degrees or other exposure risk factors, will be required to self-quarantine.

We have had MANY questions about families dropping off and picking up item for residents. We are going to allow family “drop offs” and “pick ups” of food, laundry, etc. Please use soft containers like laundry bags, grocery bags, etc. for your deliveries, as there is some evidence that the virus lingers on hard surfaces. All deliveries must be dropped off at the Housing Assistant/Receptionist desk and delivered by a staff member to the resident. If someone in your household is at risk (has a fever, has been exposed to COVID-19, etc.) please do not bring a delivery for your resident.

Employees continue to be screened at the start of every shift. Policies are being enforced related to employees who must wear masks, and those who may not report to work due to travel, exposure to those with respiratory symptoms, etc.

Our clinical team has developed a plan for isolation areas should we have a resident test positive for COVID-19.

We continue to believe that we are well positioned to care for your loved ones and our employees during this time. Thank you for your continued support and encouragement. We have appreciated the messages that we have received from some of you!

Sincerely,

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