



COVID-19 Updates for Family and Friends of Residents

We are providing you with updated information as of Thursday, March 19, 2020

Today's message, in a nutshell, is STAY THE COURSE.

Our phone calls with LeadingAge PA, the CDC, and other organizations affirm that we are on the right path with the policies we have put in place at Redstone. The proactive actions we have taken will help to protect your loved ones.

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 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. Meals are being delivered to rooms.

Should you wish to set up skype visits across any level of care, please email 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.

Personal shoppers have been picking up needed items from the grocery store and drug stores for our residents. Families are welcome to drop off packages for residents. Please use soft containers like grocery bags and laundry bags, rather than hard surface containers. Packages may be dropped off at main entrances between 8 am and 8 pm.

Employees continue to be screened at the start of every shift. Policies about working after exposure change almost daily, and we are staying on top of those policy guidelines from the

CDC. 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 will try to continue our messages to you on a regular basis, as we settle into these unprecedented routines of taking care of your loved ones.

Sincerely,

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