



Dear Residents,

Here are your COVID-19 updates for Tuesday, March 17, 2020.

Today's updates bring significant changes in policy for our Independent Living residents. On the advice of the CDC and LeadingAge PA, we are strongly encouraging our IL residents to self-isolate in their own apartments as much as possible for the time being.

Please note the following information specifically for IL residents:

- We are now strongly advising against visitors throughout our entire campuses, including the IL areas. You are in a population group that is at high risk for COVID-19. Visits by those from the outside increase your risk for being exposed to the virus. For the sake of your health, and the health of your friends and neighbors here at Redstone, please make plans to visit with your families only by telephone. Please do not encourage your family members to visit after hours or by coming in through a back door. This will only place your wellbeing at risk. We know that this may be very distressing to you and your loved ones, but this advice is based on what we believe will increase your chances of remaining healthy through this crisis.
- IL residents should remain in their apartments. Visiting and moving about other levels of care across the campus will not be permitted.
- We must now close the IL Dining Rooms after dinner on Tuesday evening. This is in line with the closing of restaurants across the state of Pennsylvania. Beginning on Wednesday, you will be able to order meals via the CATIE system and they will be delivered to your rooms. Further information about the menus and meal delivery will be provided in a separate memo.

- IL residents may not congregate in public spaces – lobbies, card rooms, etc. Even small gatherings like this may increase your risks. There are no activities scheduled. You may visit your mailbox, but please do not congregate or linger.
- We must discontinue all external trips to the bank, grocery store, etc. Within the next day or so we will also provide you with a memo as to how we can help you to acquire things that you might need from pharmacies, grocery stores, etc.
- IL residents are discouraged from leaving the campus for any reason, except for essential medical appointments or treatment. Remember, circulating out and about with the public increases your potential exposure to the virus. Many physicians are moving to telehealth appointments only. If you need assistance with a telehealth appointment, please contact your Campus Director.
- Should you choose to leave Redstone to spend this isolation time with your family or in another location, you will not be able to move back to Redstone until the pandemic has passed.
- We will continue to practice periodic wellness assessments for IL residents which will measure temperature and exposure to COVID-19 risk factors. Residents who have a fever of over 100 degrees, exhibit respiratory symptoms, or who have been in contact with those with risk factors, MUST self-quarantine.

The following information relates most specifically to Personal Care and Skilled Nursing residents:

- We continue to enforce the NO VISITOR policy in Personal Care and Skilled Nursing. Residents in Personal Care and Skilled Nursing must stay in their own rooms. Meals will be delivered to the room. Our Lifestyle Team continues to assist residents and families with setting up skype visits if needed. Please contact Jill Wolfe at jiwolfe@redstone.org if you or your family wishes to set up a Skype visit and she will help to get one scheduled.
- Residents of Personal Care and the Skilled Nursing Home may not leave Redstone with family members. Please discuss essential trips for medical appointments with your Campus Director.

The following information applies to residents across our levels of care:

- We will be temporarily closing our Gift Shops as of Wednesday. The many surfaces in the Gift Shops create another risk area for sharing germs.
- Beauty Shops remain closed until further notice.
- Sunday worship services will be broadcast over the in-house TV system at 2:30 pm. We hope to add additional programming over this system to help with your boredom. Details will be provided.
- Residents may walk their hallway, or even walk outside as the weather improves. The important thing is to minimize contact with others, and to preserve that safe 6' invisible bubble around you when you leave your apartment.
- Should your family members still need to come to the campus, they must enter through the central front door to go through the health screening process.
- You may see more employees wearing masks. They are not sick, are wearing the masks due to possible exposure or travel and to further protect you. All employees are screened for wellness at the start of every shift.
- Our Chaplains will still be active on your campus throughout this time. If you are feeling emotionally distressed, please do not hesitate to reach out to the Chaplain on your campus to request support.

The measures we have taken, and those that we are announcing today, may seem extreme. But we believe that by being overly proactive, we are better able to protect the health and wellbeing of our residents, their families, and our employees. Our hope and prayer is that our efforts help to stop the spread of the virus.

Thank you for partnering with us to keep you safe during this challenging time.

Sincerely,

Vicki Loucks, RN, MSN, MBA

Vice President & Chief Operating Officer

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