



BRICKSTONE | FOUNDATION | HOME | MEADOWS

April 9, 2020

Frequently Asked Questions

Re: COVID-19

How frequently will information related to COVID-19 be communicated?

St. John's remains committed to preserving transparency in this difficult and uncertain time and will release communications when there is new information to share of an organization-wide impact. This does not mean that all residents and families will receive updates on every new positive case of COVID-19 and due to guidelines we are required to follow under the Health Insurance Portability and Accountability Act (HIPAA), we are not permitted to share details such as a person's name, where the person works or lives, and medical health status.

As we have from the beginning, we will in every case of a new positive test result for COVID-19, contact by phone those family members and staff whose neighborhoods or departments are directly impacted.

How can I get answers to specific questions I might have?

We have also further opened the lines of communication by welcoming that questions or concerns be sent by email to updates@stjohnsliving.org.

Are residents safe at St. John's?

At St. John's, our first and foremost concern is always the well-being of those entrusted to our care. We have many safeguards in place to protect and preserve the health, safety, and quality of life for our residents and staff members. We follow all required precautions and best practices recommended by the New York State Centers for Medicare and Medicaid Services and the Centers for Disease Control to guard against the spread of COVID-19. We also trust the directives provided of our highly experienced medical team to ensure the protection of those we serve.

What specific steps have been taken to protect the residents at St. John's?

We have many safeguards in place to protect and preserve the health, safety, and quality of life for our residents and staff members. The following measures listed below have specifically been taken in accordance with guidelines provided by the Centers for Medicare and Medicaid Services (CMS) and the Department of Health to mitigate the spread of COVID-19:

- Convened a team of in-house physicians, nurses, and care providers to monitor the spread of COVID-19 and ensure implementation of the Department of Health and the Centers for Disease Control best practices. This COVID-19 task force meets multiple times daily to review current conditions and make recommendations for triage.
- Ensured continued adherence to infection prevention protocols and health care practices followed throughout the year, including hand washing, use of gloves and other personal protective equipment as required.
- Continued staff education on infection control and mitigating virus spread.
- Led by our experienced environmental services team, coordinated extensive and frequent cleanings of resident rooms, common areas, and facilities.

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- Introduced a new ultraviolet disinfecting machine, which is similar to those used by many hospitals, to increase the effectiveness of our infection control efforts. In areas where it is required, we disinfect with a Rapid Disinfecting Unit (also known as R-D), which is specifically programmed to eradicate the COVID-19 virus on impacted surfaces.
- Universal masking policies are in place – ALL employees MUST wear masks.
- We have limited access to our buildings and required screening of anyone who enters. (For further details, see visitation restrictions outlined below.)

Do you have enough supplies to protect residents and staff?

We are maintaining sufficient inventories of the supplies we need, including personal protective equipment (PPE) items like gowns and gloves, masks, as well as cleaning supplies and food/beverages. We are ordering many of these items daily to ensure that we continue to be well supplied in the days and weeks to come.

However, with the increasing demand for supplies across the country, it is becoming more difficult to procure needed items. We continue to explore new avenues for obtaining necessary inventory, including innovative business partnerships, donations, and volunteer efforts.

Do you have adequate staffing?

We are confident that our staffing coverage is appropriate to serve our residents. Also, we continue to recruit and hire new staff.

What is your policy regarding the use of personal protective equipment?

St. John's receives direct guidance on the use of personal protective equipment by staff members from the Centers for Medicare and Medicaid Services and the Department of Health. We are currently following the specific policies provided to date regarding the use of masks, gloves, gowns, and covers at our facilities.

If my loved one is a new admission to St. John's Home, does the visitation policy apply to me and my family members?

As of March 20, 2020, we can no longer permit the family members of new residents being admitted to help move-in/acclimate their loved ones.

In an effort to help support family members of newly admitted residents, we will provide within 24 hours of admission one or all of the following as possible:

- a call from a St. John's Medical Team Member
- a call from a St. John's Social Work Team Member
- a FaceTime/Skype call with the respective resident loved one for socialization purposes

How can I setup a FaceTime/Skype call with my loved one in lieu of in-person visits?

To schedule a time for video chatting, please call 585-760-1290 or send us an email at videochat@stjohnsliving.org.

How are you addressing residents' social and emotional needs?

We continue to provide life enrichment programs for our residents; however, it is implemented in a different manner to ensure resident safety. Group activities and performances involving outside community members have been canceled until further notice. However, as we do every day, our staff members are leading activities that will keep residents engaged and connected.

Some of the innovative ways we have continued resident engagement (while practicing social distancing) are roaming caroling groups that lead sing-a-longs on the neighborhoods with piano and guitar; special food theme days based upon a national calendar of unique observances (e.g., peach cobbler day, cookie day); trivia tournaments; manicures, baking programs, watching virtual concerts and taking tours to remote places online; exercise sessions, games of Scrabble and Bingo, puzzles, crafts and reminiscing.

We also continue to provide the opportunity for families to Skype with their loved one. To schedule a time for video chatting, please call 585-760-1290 or send us an email at videochat@stjohnsliving.org.

In addition, families and friends are encouraged to send photos, drawings, notes of encouragement, etc. to: updates@stjohnsliving.org. Our staff will print these out and share them with the residents.

Can I do my loved one's laundry?

At this time, St. John's is handling laundry for all skilled nursing residents.

Are residents still able to receive deliveries and gifts?

We want to encourage connection by continuing to provide family members with the opportunity to make deliveries to their loved ones on a limited basis. Care packages from family and friends can still be made to all St. John's communities, however, locations and hours have been designated as follows:

St. John's Home: Sunrise Room Entrance; Every day, 10:00 a.m.-7:00 p.m.

Penfield Green House Homes: Main Entrance—Ring Doorbell and Meet Staff in the Foyer; Every day, 10:00 a.m.-7:00 p.m.

St. John's Meadows: Briarwood Entrance Concierge Desk; Monday-Friday, 9:00 a.m.-5:00 p.m.

Hawthorne at St. John's Meadows: Main Entrance—call 585-730-2856 when at the door; Every day, 9:00 a.m.-5:00 p.m.

Brickstone by St. John's: Main Entrance Concierge Desk; Monday-Friday, 9:00 a.m.-5:00 p.m.

Please note that UPS, FedEx, and U.S. Postal Service delivery remains uninterrupted.

In addition, the St. John's Home Gift Shop is offering free delivery directly of gifts and comfort items to residents. You can place your order over the phone through our Volunteer Coordinator Sandy Ferguson at 585-760-1293 or by sending an email to sferguson@stjohnsliving.org.

Is visitation restricted for all visitors? How is this enforced?

Access of **all visitors** is restricted at all St. John's communities, including St. John's Home, Penfield Green House Homes, Brickstone by St. John's, St. John's Meadows, and the Hawthorne at St. John's Meadows. Exceptions are made for those that are pre-determined as medically necessary by St. John's Administration, including family members of residents on hospice. Family members seeking special authorization to visit should contact their loved one's neighborhood administrator.

Before any person is permitted to enter any of our facilities, a comprehensive screening process will be conducted, which includes a risk assessment questionnaire and a temperature check.