



BRICKSTONE | FOUNDATION | HOME | MEADOWS

March 23, 2020

Dear St. John's Residents and Family Members:

In the spirit of transparency and open communication during this uncertain time, we would like to provide you with weekly updates to share any new information that might be helpful. We will continue to post information on our web site at <https://www.stjohnsliving.org/important-covid-19-updates/> and to follow-up to questions and concerns through email at updates@stjohnsliving.org or by phone to 585-292-5200, where a message can be left. We will answer emails and voicemails within 24 hours.

At this time, across all of our communities, we continue to be grateful to have no cases of COVID-19 among our population of residents or staff. We are following the guidelines of the Centers for Medicare and Medicaid Services (CMS) and the Department of Health to ensure that this continues. One important way we do this is to continue to enforce the restricted visitation policy that we have been mandated to follow at St. John's Home, Penfield Green House Homes, and the Hawthorne at St. John's Meadows, which is our enhanced assisted living community.

In addition, all staff members are required to wear masks when within 6 feet of any resident to ensure the safety of both the resident and staff person interacting. For further protection, social distancing is also being practiced within normal work operations when possible.

At Brickstone by St. John's and St. John's Meadows campuses we are also discouraging visitation and have implemented a similar screening process for visitors and staff members as has been in place at St. John's Home since March 13, 2020.

Also, in an effort to continue to be proactive in this ever-changing environment, we have been in contact with local nursing homes and assisted living facilities that have active cases of COVID-19 to understand best practices and the Department of Health recommended guidance for when/if our situation changes.

Finding Ways to Connect

While we continue to recognize how difficult the standing visitation restrictions are to both residents and their family members, the St. John's team has come together in creative ways to ensure that engagement and human connection continues. Daily overhead announcements from our VP of Skilled Services Nate Sweeney bring messages of inspiration into the hallways and resident rooms.

Skype and Facetime calls have been happening between residents and their families in all of our St. John's Home neighborhoods through the generous support provided by St. John's Foundation for iPads to support demand. If you have not yet had the opportunity to connect with your loved one, please call 585-760-1290 or send us an email at videochat@stjohnsliving.org. If you do not have an electronic device to facilitate a video chat with your loved one, please contact us and we will help problem solve accommodations.

Care packages, laundry, and other deliveries continue to be made by family members to St. John's Home, the Penfield Green House Homes, and Hawthorne at St. John's Meadows and their resident loved ones have been touched by the outreach. Keep those heartwarming signals from home coming!

Embrace Living

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Some family members have taken advantage of our St. John's Home shopper service to send flowers for that special birthday or to say 'hello.' If you wish to have fresh flowers or other gift shop items, such as clothing, jewelry, candy/snacks, cards, plush, holiday trinkets, or other available items delivered to your loved ones in their rooms, gifts may be purchased by credit card over the phone through our Volunteer Coordinator Sandy Ferguson at 585-760-1293 or by sending an email to sferguson@stjohnsliving.org. Celebration gifts may also be purchased online through St. John's Foundation at <https://www.stjohnsliving.org/donate/celebration-gifts/>.

Staff members have also shared their singing talents to brighten the days of residents through a daily volunteer caroling group that travels around to the neighborhoods at St. John's Home. The idea was born out of a staff concert we performed for the residents in the Courtyard at St. John's Home last week—the residents opened their windows to hear the musical gift shared via acapella.

To replace the daily gatherings at the Ice Cream Shop and Cocktail Hour that are no longer possible for our residents at St. John's Home, we have also implemented a roaming "Quarantini" Cart to bring sweet treats and beverages to the residents at "happy hour" every day!

Changes in Service Delivery

St. John's Daybreak Program, our adult medical day service, has been mandated to close by the Department of Health. St. John's is still monitoring day program participants out in the community via phone outreach. Daybreak staff members have provided much needed support to other areas of the organization that are experiencing an increased work load.

Housekeeping services at St. John's Meadows and Brickstone by St. John's have been suspended for the protection of residents and staff members. (This does not apply to Hawthorne at St. John's Meadows.) Any Meadows or Brickstone residents with special cleaning needs during this time may contact Mildred Castillo at 585-242-7060.

While this continues to be a difficult time for all of us, we have been inspired by the generous acts of kindness that we have witnessed by the team here at St. John's.

We understand that information is changing rapidly. We are committed to keeping you informed as frequently and as timely as possible. Thank you for your continued trust in St. John's.

Sincerely,



President and CEO