



BRICKSTONE | FOUNDATION | HOME | MEADOWS

March 27, 2020

Dear St. John's Residents and Family Members:

I am writing to share with you the news that we have been alerted by the Monroe County Department of Health that we have two confirmed cases of COVID-19; one is a long-term care resident at St John's Home and the other is a St. John's Home staff member on the clinical care team. We recognize that this is certainly difficult information to receive. You should know, however, that we have been making preparations in the event that this situation occurred.

We recognize that you may have many questions as a result of learning this news. St. John's is receiving direction from the Monroe County Department of Health regarding protocols to follow when a nursing home identifies a resident or staff member with a confirmed case of COVID-19.

Residents and family members who are directly impacted by these confirmed cases of COVID-19 will be contacted by phone to discuss protocols for moving forward.

We are sending our deep concern and wishes for a full and expeditious recovery to these members of our St. John's family.

Please know that we also continue to work diligently to mitigate the spread of COVID-19 in our communities and that the safety and well-being of our staff members and residents continues to be our top priority.

If you have any questions or concerns, you can contact us through email at updates@stjohnsliving.org. We will answer emails within 24 hours.

This is a very challenging time for all of us at St. John's. We appreciate your cooperation as we work together to ensure the protection and safety of our St. John's family.

Sincerely,

President and CEO

Embrace Living

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