



BRICKSTONE | FOUNDATION | HOME | MEADOWS

March 31, 2020

Dear St. John's Residents and Family Members:

We have heard from the New York State Governor and other government officials that as testing for COVID-19 becomes more widespread so does the number of positive cases increase in our Greater Rochester community. Like many other nursing homes in this area, St. John's has been impacted by COVID-19 with both staff and resident cases identified to date. This has been challenging for our entire team and we continue to send our thoughts and wishes for a fast recovery to these valued members of our St. John's family.

From the beginning, it has been our commitment to share information when it becomes available and as we are permitted to release according to guidelines we are receiving from the Monroe County Department of Health. We established a COVID-19 Information webpage at <https://www.stjohnsliving.org/important-covid-19-updates/> where we continue to post recent communication, resources, policies, and FAQs. We have also further opened the lines of communication by welcoming that questions or concerns be sent by email to updates@stjohnsliving.org. While we have not been required to provide the frequency of communication that we have to date nor has this been the majority practice of other providers in our industry, St. John's remains committed to preserving transparency in this difficult and uncertain time.

Frequency of Communication

That being said, moving forward we commit to releasing 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. However, 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.

Observance of Passover

Recognizing the importance of being together as a family during religious holidays, our Spiritual Care and Therapeutic Recreation Teams are partnering together to provide our best solution for our Jewish elders during this time of visitation restrictions. All residents and family members that wish to schedule a Skype or Facetime call during Passover will be able to do so. To schedule in advance a time for video chatting, 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.

Beauty and Barber Shop Services

Unfortunately, due to the regulations we must observe regarding social distancing and for the protection of both residents and staff members at this time, we have had to make changes to our beauty and barber shop service offerings. Until further notice, St. John's Home has suspended all beauty and barber shop services for residents of St. John's Home.

Embrace Living

150 Highland Avenue | Rochester, New York | 14620-3099 | 585-760-1300

[stjohnsliving.org](https://www.stjohnsliving.org)

New Employees Join Us

With all of the negatively-slanted news being shared in the media regarding COVID-19 and the shortage of healthcare workers across the United States to meet the increasing demand, we are grateful to share something positive. This week we had a dedicated group of new employees take the active first step in joining our team by participating in New Employee Orientation. Today is National Doctor's Day and we recognize our entire team of clinical care professionals, including those working their first days on the job this week, for the care they provide to our residents all year long.

Through this challenging time, all of us here are doing everything we can to ensure the safety and well-being of those we serve.

Thank you for your continued trust in St. John's.

Stay safe and healthy.

Sincerely,

A handwritten signature in cursive script that reads "Charles Runyan".

President and CEO