



BRICKSTONE | FOUNDATION | HOME | MEADOWS

March 17, 2020

**President and CEO Charlie Runyon
Video Update Transcript**

Good afternoon. These are certainly unprecedented times not only for our St. John's family but for people across our community and throughout the nation. I have been a nursing home administrator for 38 years and can honestly say that I have not witnessed anything like the circumstances we are now facing. We continue to keep the well-being of those entrusted to our care as our first and foremost priority. We have many safeguards in place to protect and preserve the health, safety, and quality of life for our residents and staff members.

At this time, we are 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.

Visitation Policy

That policy includes restricting the access of **all visitors** except those that are pre-determined as medically necessary by St. John's Administration. Family members seeking special authorization to visit should contact their loved one's neighborhood administrator. All permitted entrants to the building (including every staff member daily upon entering work) will be required to answer the following questions below, as well as be screened for an elevated temperature, before entry into our facility:

1. Are you showing signs or symptoms of a respiratory infection, such as a fever, cough, shortness of breath, or sore throat?
2. In the last 14 days, have you had contact with someone with a confirmed diagnosis of COVID-19 or are you under investigation for COVID-19 or respiratory illness?
3. Have you traveled out of Monroe County within the last 14 days or abroad to countries with sustained community transmission?
4. Do you reside in a community where community-spread of COVID-19 is occurring?

Any screened visitors who answer "yes" to any of the questions above may be declined permission to enter the building after further review or be required to wear personal protection equipment at the full discretion of St. John's Administration. As circumstances change, we may also need to add additional questions.

Residents and families continue to have access to the New York State Ombudsman Program, which is accessible by phone at 585-287-6414.

Connecting with Residents through Technology

We understand that restricting visitation is very difficult for our residents and their families. That is why we have been developing creative ways to provide engagement at this time when human connection is ever so important. Through the generous support of St. John's Foundation, we have purchased iPads for every neighborhood so that every resident can have scheduled time to periodically connect with their loved ones through Skype or Facetime.

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We are also allowing families to bring in personal smart electronic devices such as iPhones, Google Home, or Amazon Alexa units for use by their resident loved ones if it is within their ability to use them. To schedule 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.

Care Packages and Other Deliveries

Another way we want to encourage connection is by continuing to provide family members with the opportunity to make deliveries to their loved ones. Care packages, laundry, and other deliveries can still be made to St. John's Home, the Penfield Green House Homes, and Hawthorne at St. John's Meadows; however, locations and hours have been designated as follows:

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

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

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

Please be sure that all items are labeled with the resident's name and neighborhood location. Also, list your name in the event that we need to contact you with questions.

St. John's Home Gift Shop - Personal Shopper Service

We are also making available to families a personal gift shopping service through our St. John's Home Gift Shop, which is closed to the public at this time. 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/>.

Staying Informed

Information is changing daily and while we cannot provide you with a definitive end date for these new policies and procedures, we understand that transparency provides comfort to you in these uncertain times. We are receiving our direction regarding closures and visitation from the Department of Health and the Centers for Medicare and Medicaid Services. We will continue to share information via video, memo, and email as it impacts residents, families, and staff regarding the overall operations of St. John's. We have set up a webpage at <https://www.stjohnsliving.org/important-covid-19-updates/> to post recent communication, resources, policies, and FAQs. You can also contact us through email with questions or concerns at updates@stjohnsliving.org.

All of us here at St. John's recognize that we are on the front line of the most difficult challenge we have ever faced in aging services. Things change by the hour—at our facilities and in the larger community. Thank you for your continued trust in St. John's during this difficult time.

It is my privilege to be part of the team at St. John's. I can assure you that all of us here are doing everything we can to ensure the safety and well-being of those we serve.

Stay safe and healthy. Have a good evening.

