



March 14, 2020

Dear Hawthorne residents, friends, and family:

We, the staff of the Hawthorne at St. John's Meadows, would like to take this opportunity to update you on the actions that we have taken to address the COVID-19 virus. The Hawthorne staff team respects the faith you have put in us every day to provide excellent care. We understand that this is uncharted territory and we would like to reassure you that we are putting several additional safeguards in place.

As this situation continues to evolve we will be in contact with residents and resident's families by phone and through notifications such as this:

- The Hawthorne is licensed by the New York State Department of Health as an Enhanced Assisted Living Facility and as such we must follow their guidance and mandates. As of March 13, 2020, the Department of Health suspended all visitations to assisted living communities across all of New York State. For us at the Hawthorne, this means that only staff will be allowed to enter and exit the building and no visitors will be allowed in. At this time, residents are still allowed to leave their apartments and utilize the amenities of the entire campus or leave the campus with friends and family however we highly encourage residents and resident's families minimize, if not eliminate any outings that are not a medical necessity.
- We are in daily contact with the Department of Health and Centers for Disease Control. If we are notified of any changes in their instructions we will follow those directives and notify all residents and their primary contact people.
- Staff is screened prior to beginning work. Any staff person found to be ill will be sent home immediately and not permitted to return to work until they are cleared by their medical provider.
- Any deliveries for residents (items dropped off by families, Amazon, floral deliveries, etc.) will be left at the concierge. Hawthorne staff members who have been medically screened will deliver the packages to residents.
- We have installed multiple wall mounted hand sanitizer stations in the common areas of the Hawthorne and throughout the St. John's Meadows campus. In addition, hand sanitizer was placed outside of each resident apartment throughout the Hawthorne for staff and resident use. While we continue to practice and encourage more frequent hand washing in accordance with the Centers for Disease Control guidelines, the hand sanitizer is being provided as an additional precautionary measure.
- We have increased the frequency of cleaning of all common areas.
- Shared utensils and dishware are washed and sanitized at 180 degrees.

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- We have additional cleaning and personal care supplies on hand.
- We have suspended all large group activities and outings.
- We have nursing staff on hand 24/7 in the Hawthorne and we will be monitoring residents closely for any symptoms.

Please know that we are taking this situation very seriously. We will continue to be in contact with residents and families as the situation develops.

If you have any questions please don't hesitate to contact us:

- Christine James RN/Case Manager: 585-292-5248
- Kristen Patton, MSW/Hawthorne Program Administrator: 585-242-7085
- Paul Bartlett, Vice President of Senior Housing: 585- 242-7036

Sincerely,

Kristen Patton, MSW
Assisted Living Program Administrator

Paul Bartlett
Vice President of Senior Housing

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