



To: St. John's Meadows and Brickstone by St. John's Residents

From: Paul Bartlett, Vice President of Senior Housing

Date: April 3, 2020

Hello Everyone,

I took this picture the other day while crossing the bridge from St. John's Meadows to Brickstone by St. John's. This budding pussy willow reminded me that we will emerge from our fears, sequesters, and doubts with renewed strength and hope. Stay safe, strong, and determined during this difficult time--we will get through this together.

The team has a few updates to share:

- A reminder that any new information related to St. John's Home, St. John's Meadows, and Brickstone by St. John's will be posted on the St. John's web site home page.
- We are deeply committed to every resident's and staff member's well-being which is why we require anyone entering the community to be screened. Having said this, many of you have provided your family members and home health care providers the red capped key. This has resulted in people entering the community prior to screening hours. Please refrain from allowing your family and aides to enter St. John's Meadows without being screened. We appreciate your cooperation in helping to keep the community safe.
- It was communicated on March 31 that we were made aware of our first employee case of COVID-19. As of today that remains our only case, when there is new information it will be shared with the community.
- Jan Kennedy, spiritual life chaplain, is no longer with St. John's as she has decided to pursue other opportunities at this time. For spiritual life care matters, please contact Reverend Sarah Culp at 585-760-2634 or email [sculp@stjohnsliving.org](mailto:sculp@stjohnsliving.org). We will resume spiritual life programming as soon as we are able.
- I apologize for the change in guidelines within the community, but I am navigating the challenges presented by COVID-19. Some new processes:
  - A. The only people allowed into our community are those who are here to deliver essential care for the residents.
  - B. All deliveries including groceries and packages must be dropped off at the Briarwood or Brickstone main entrances. We will wipe down each delivery with sanitizer before distribution.

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[stjohnsliving.org](http://stjohnsliving.org)

C. We are getting requests for masks. We have a few that were donated and we have handed out this limited supply upon request. However, we cannot supply masks as they are in high demand and short supply. They are necessary for staff use. The best alternative for finding a mask is local pharmacies or ordering online through web sites like Amazon.

D. Dining Services requests that all delivery orders are placed by phone and not in person. **The Briarwood Delivery line is 585-242-7035 and the Chestnut Court Café line is 585-242-7034.** While we attempt to deliver the meals fresh and hot, because of the volume they may not be as hot as you desire. If this is the case, use your microwave to bring your meal to the desired temperature.

- For everyone's protection, we are doing our best to keep all outside potential carriers of COVID-19 out of our community. We are continually monitoring updates as they become available from the CDC, DOH, Albany, and Washington so that we may respond accordingly. Personal protection is everyone's job and requires everyone's cooperation.

Thank you for the privilege of being able to serve you, especially during this difficult time.

Respectfully,

A handwritten signature in black ink, appearing to read "Paul Bartlett", with a long horizontal flourish extending to the right.

Paul Bartlett