



BRICKSTONE | FOUNDATION | HOME | MEADOWS

April 15, 2020

Dear St. John's Residents and Family Members,

We have just surpassed the milestone marker of a month since St. John's Home first closed its doors to visitors and implemented, ahead of Department of Health recommendations, a comprehensive screening process to proactively keep our residents safe from the aggressive spread of COVID-19. While we hear accounts that the state of New York is approaching the apex of its curve, the challenges we face in nursing homes regrettably grow more severe. This continues to be an unprecedented situation for which there are no historical best practices to consult and with new data resulting in daily changes in regulations.

Over time, we have witnessed the harsh reality that COVID-19 impacts the elderly population most vehemently. The terrifying truth is that nursing homes cannot implement the single most effective solution to stop the spread of COVID-19, which is to require social distancing between all staff and our most vulnerable residents. The general public can be safe at home, stopping the virus from asymptomatic spread. This has flattened the curve where it has been successfully enacted. Social and physical distancing is in direct opposition to the delivery of critical care. To help someone sit up who has no strength, to brush someone's teeth who has forgotten how to do so, to bring food to someone's mouth on a spoon who cannot self-feed, to hold someone up who can no longer walk unassisted--is care that cannot be provided from six feet away.

The deployment of personal protective equipment has been and continues to be our most significant countermeasure. While we maintain sufficient inventories of the critical supplies we need, the increasing demand for supplies across the country has made it more difficult to procure crucial items. We continue to explore new avenues for obtaining necessary inventory, including innovative business partnerships, donations, and volunteer efforts. One such bright spot is the collaboration between two staff members to secure materials (from local companies where their spouses work) that will eventually create more than 2,000 face shields. Groups of staff have already volunteered and assembled 700 shields that have been circulated to clinical care teams at St. John's Home.

Despite all of these challenges, our caring and committed staff have continued to show up, continued to fight, and continued to care for you and your loved ones. They have dealt with radically shifting protocols, they have provided more care with fewer resources, and they have been the only faces providing hope to our residents at this impossible time when we have had to restrict all visitors and volunteers. Their bravery in facing the unknown does not get the same fanfare of that displayed by health care providers in hospitals across the country.

As we currently face the existence of COVID-19 in multiple neighborhoods at St. John's, we advocate for the people behind the tallies. Each person is an individual whose family is facing grief, worry, stress, and uncertainty. We extend our thoughts and prayers to all families facing COVID-19, including our own staff members that have been directly impacted.

We are also grateful for your continued trust in St. John's and your support for our team of dedicated staff that is doing unparalleled work at this difficult time.

Sincerely,

President and CEO

Embrace Living

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

stjohnsliving.org