



BRICKSTONE | FOUNDATION | HOME | MEADOWS

April 9, 2020

Dear St. John's Residents and Family Members,

In the spirit of transparency and open communication during this uncertain time, we are committed to sharing information that may be helpful to you and your families. 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. We will contact by phone those family members and staff whose neighborhoods or departments are directly impacted by COVID-19.

We have identified common questions and concerns during these phone conversations and from the emails we have received from many of you. Information related to these frequent topic areas have formed the basis of an on-going *Frequently Asked Questions* document that is housed on our *Important COVID-19 Updates* web page.

To view our most recent *Frequently Asked Questions* document, click [here](#).

You can also access our *Important COVID-19 Updates* web page, which lists every communication released since the beginning of the pandemic and other helpful documents, [here](#).

We will update the web page and relevant documents, such as the *Frequently Asked Questions* listing, as new information becomes available. We encourage you to check this page periodically for updates.

We also welcome your submissions of additional questions or concerns by email to updates@stjohnsliving.org.

Please understand that information is changing rapidly and we continue to receive new updates to protocols and recommendations on best practices from the Monroe County Department of Health and the New York State Center for Medicare and Medicaid Services.

We are committed to keeping you informed as frequently and as timely as possible. Thank you for your continued trust in St. John's.

Sincerely,

President and CEO

Embrace Living

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