



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

Re: FAQs regarding COVID-19

Date: April 10, 2020

St. John's has relayed several communication notices over the past few weeks in response to precautions and information about COVID-19. We have compiled a list of frequently asked questions we have received to date with the following answers.

Q- What steps have been taken to protect the residents at the St. John's Meadows and Brickstone by St. John's communities?

- All common areas such as dining rooms, pool, and multipurpose spaces are restricted until further notice. Administration may make an exception for specific requests.
- Meals are being delivered to residents' apartments and homes upon request.
- Residents have been strongly advised to limit travel, refrain from gathering in groups, and are encouraged to continue practicing social distancing.
- All staff members, vendors, home health aides, and anyone who is required to be in our buildings are screened for the following: high temperature, shortness of breath, fever, cough, and any known contact with a person who has tested positive for COVID-19.
- Anyone who is screened and has symptoms of fever, significant cough, and/or shortness of breath is sent home to self-monitor in quarantine. They are unable to return to St. John's until there is a negative test result for COVID-19.
- Any staff member showing signs or symptoms is sent home to self-quarantine and are unable to return to work until cleared by Employee Health.
- All staff and home health aides are required to wear masks at all times within the community.
- Our screening stations are consistently being stocked with needed supplies.
- We have daily review of precautionary PPE and disinfectant supplies.
- There is a weekly schedule posted for all screening personal.
- We have closed secondary entrances to filtrate all incoming traffic through the Briarwood and Brickstone lobbies.
- There are several hand sanitizer stations placed throughout the communities.
- Hand-washing signs with CDC suggested washing practices are posted in all of the restrooms.
- All common surfaces are sanitized with OXIVIR wipes multiple times each day.
- We have suspended social activities until further notice to abide social distancing best practices.
- Transportation services have been restricted to necessary appointments.
- There are limited medical visits including: podiatry, lab services, and University of Rochester Geriatrics Group.
- Hawthorne is closed to all visitors and is following mandates under the Department of Health.

- All deliveries are left in entryways/delivery locations and are wiped with disinfectant before distributed by appropriately screened staff.
- Newspapers are delivered at the lobby entrances and brought to residents by appropriately screened staff.
- St. John's Meadows and Brickstone by St. John's management team are meeting via conference call regularly for community updates and reviews.

Q- Can I leave the community and return?

- A. Yes, however you risk exposure to COVID-19 each time you leave. There is a strong recommendation from the DOH and CDC to stay home until further notice. If you do leave, you are required to be screened upon reentry of the community.

Q- How frequently does the management team receive COVID – 19 updates?

- A. We receive information updates daily from St. John's Home leadership and we follow all required precautions recommended by the New York State Centers for Medicare and Medicaid Services as well as the Centers for Disease Control to guard against the spread of COVID-19.

Q- Who can visit the community?

- A. Home Health Aides and family members that are here to provide assistance for a resident's daily living activities and medical needs are able to visit. All visitors must be properly screened prior to entry of community spaces.

Q- Can my family and friends visit and enter via my patio or side doors?

- A. Unfortunately, the only approved entrances for visitation are the Chestnut Court main entrance, Briarwood main entrance, and Brickstone by St. John's main entrance. Family and friends are asked to refrain from visiting until restrictions are lifted.

Q- Can I visit my friends and neighbors in the lobby and community spaces?

- A. In order to prevent the virus from spreading we are asking residents to comply with the recommended six foot distance from each other. We are restricting residents from visiting in the lobby and other common spaces until further notice.

Q- What if I have symptoms of COVID – 19?

- A. Please notify your primary doctor immediately and notify St. John's Meadows and Brickstone by St. John's administration by phone. After awaiting medical direction, self-quarantine. Do not leave your home, and limit any contact with others.

Q- What if I test positive for COVID – 19?

- A. Notify St. John's Meadows and Brickstone by St. John's administration by phone. After awaiting medical direction, self-quarantine, do not leave your home, and limit any contact with others.

Q- What if a staff person has symptoms of COVID – 19?

- A. The staff member is sent home immediately, employee health is notified, they are requested to contact their primary doctor, and they are told not to return to work until either they have tested negative or are symptom-free.

Q- What if a staff person tests positive for COVID – 19?

A. The staff member is required to stay home until cleared to return to work by Employee Health and their primary doctor.

Q- Where do I find the most recent updates for the communities and St. John's Home?

A. Visit St. John's web site [here](#) for the most up to date information and memos.

Q- Do we have enough protective supplies for the staff?

A. We perform periodic inventory of all personal protective equipment (PPE) to ensure adequate supplies are on hand including masks, gloves, gowns, and face shields.

Q- Do we have adequate staff reporting to work?

A. Yes, staffing levels continue to be sufficient in order to meet the operational needs of each community.

Q- Who do I call with questions and concerns?

A. Using your phone directory call the applicable department for any questions. For emergencies please call Protective Services at 330-5412.

Q- Is there someone to talk with to help me with spiritual direction and emotional distress?

A. Reverend Sarah Culp is available to offer spiritual assistance and support via phone at 585-760-2634, or send her an email at sculp@stjohnsliving.org with any questions.

Q - When will restrictions be lifted?

A. Restrictions will be lifted when the New York Department of Health and the Center of Disease Control communicate it is safe to do.

In closing, please remember that the precautions set in place do not replace personal responsibility. We have been encouraged by everyone's words of gratitude and thankfulness for the work of St. John's staff members.

Stay strong, stay safe, and stay determined.

Thank you,



Paul Bartlett, Vice President of Senior Housing