



BRICKSTONE | FOUNDATION | HOME | MEADOWS

May 20, 2020

Dear St. John's Family Member,

Throughout the COVID-19 pandemic crisis, it has been St. John's commitment to provide our staff members, residents, and family members with accurate, timely information related to our operations and provision of services. We recognize how your trust in our transparency provides comfort in this very uncertain time.

From the time of the release of our very first communication on March 3, 2020 we have continued to learn more about the best methods of communication to reach the largest number of our stakeholders. In our phone conversations with many of you, weekly e-mail correspondence, and feedback into our COVID-19 response line, we have identified opportunities to increase the outreach of our communication alerts.

One improvement we would like to make is to increase the number of email addresses we have on file for resident family members. Since the onset of the pandemic, we have more than tripled the size of our email address list; however we hope to grow that list further with your help. If you have not provided us with your email address and wish to join our current St. John's Home First Contacts email list to receive periodic informational updates and daily data reports regarding COVID-19, or if there are additional family members that would like to receive this information, new email addresses can be submitted to our email box at [emailsubmit@stjohnsliving.org](mailto:emailsubmit@stjohnsliving.org). Please provide first and last name and your associated loved one's name, along with the new email address, so that we may be able to accurately process your request.

We will also begin sharing urgent, critical information as appropriate via pre-recorded phone messages or texts that will be sent to the phone number we have on file for you as the identified first contact of your loved one. If you believe that we do not have an accurate phone number on file for you, you may also submit that information to the email box noted above, including the same information we have requested for new email submissions. You also have the opportunity to opt out of these communications as is required by law.

In reaching out to you this week, we would also like to take this opportunity to share with you some current information regarding mandated COVID-19 testing of both residents and staff members. On Wednesday, May 20 and Thursday, May 21, the Department of Health will be at St. John's Home to implement COVID-19 testing of all residents at our facility. This testing does not include residents who have previously tested positive. We have not been given specific information regarding how long it will take for the tests to be processed and results provided, but we do know that it will be at least 24 hours before we receive information back from the testing lab. Residents who are responsible for their own healthcare decisions have been given the opportunity to give consent for this testing. The first contact family member of every resident tested will be notified directly of the outcome result for his/her loved one, unless the resident is identified as responsible for his/her own healthcare.

To update you on New York State Governor Cuomo's mandate that all staff at nursing homes be tested twice weekly starting the week of May 20-27, we are in the process of contacting local medical labs to find a facility that will be able to process the significant number of tests that our employee testing will produce. Also, because this is an unfunded mandate from the state, we are working with insurers to mitigate the \$200,000 per week resulting cost that would be expensed to St. John's in implementing this requirement. We will provide further updates when these existing issues are resolved.

Thank you for assisting us to ensure our communication with you is timely and effective. We are in this fight against COVID-19 together.

Sincerely,

President and CEO

Embrace Living

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