



BRICKSTONE | FOUNDATION | HOME | MEADOWS

June 30, 2020

Dear St. John's Residents and Family Members,

Since the closing of our doors to all visitors on March 12, there has not been a day that has gone by that we have not considered the incredible emotional hardship that the COVID-19 pandemic and the resulting visitation restrictions have placed on our residents and their loved ones. The recent phased re-opening of most aspects of our community except nursing homes has no doubt exacerbated your feelings of loss and isolation.

We were pleased when we could begin offering video chats between residents and their families at the end of March and many of you have taken advantage of that opportunity. It has, however, been a top priority of ours to identify closer-to-normal "visitation" experiences between our residents and their loved ones that abide by the current regulations remaining in place by the New York State Department of Health at this time.

As a result of extensive, collaborative work done behind the scenes over the past few weeks by an interdisciplinary staff team, we are pleased to announce that beginning on Monday, July 13 we will open our St. John's Home outdoor campus to loved ones for window visits. Window visitations will be held on a rotating schedule that allows for one day to be allotted for each neighborhood during the weeks of Monday, July 13 through Friday, July 17 and Monday, July 20 through Friday, July 24, at which time we will test our planned process and make adjustments for continuation of the program in early August.

We have identified six locations at windows along the parameter of St. John's Home, allowing for six residents at a time to enjoy a 15-minute meeting with up to two visitors. The visits will be every 30 minutes during the hours of 9:00 a.m. and 3:30 p.m. We anticipate being able to provide every resident with the opportunity to have one scheduled time slot during their neighborhood's assigned day during the initial two-week time period.

Signups for this initial launch period of window visits will be accepted by resident family members on a first come, first served basis and according to assigned neighborhood days. For those family members that are out of town, video chats will remain an option. However, due to staffing capacity limitations, if you are in town and have scheduled a window visit during the two-week launch period, you will not be able to also schedule a video chat during that time. If you are traveling into town in order to conduct an in-person window visit with your loved one, please be aware of New York State travel advisories.

Additional logistical information about St. John's Home window visitation process, as well as details regarding how family members can sign up for specific window visitation time slots, will be shared via an e-mail communication to be released early next week. We anticipate that reservations will be accepted both by phone and through an online scheduling platform.

Thank you for your continued patience during this challenging time as we navigate the current regulatory environment, while honoring the importance of loved ones in the lives of our residents. We are hopeful and optimistic to be at this turning point.

Sincerely,

President and CEO

Embrace Living

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