



St. John's Meadows – Brickstone by St. John's Community Visitation Q&A

October 21, 2020

- Q -I am the daughter/son of a resident and I provide care for my Mom/Dad. Am I allowed to enter the apartment to provide care?
A – Yes you are, provided you enter and exit through the primary entrances; are screened at the entrances; and wear a mask at all times while in the building.
- Q – Is there a form that I can put my name on so that the screeners at the entryways know I am my parent/relative caregiver?
A – Yes, there is a form at the concierge locations. Include your name, apartment you are visiting, and the resident's name you are seeing.
- Q- Can I enter the apartment through a secondary entrance or patio door?
A- No, you may only enter through the primary entrances and you must be screened.
- Q- I live in a Bungalow/Town house/Cottage. Can I allow family/friends into my home?
A- Yes, your home is an independent dwelling vs. the apartment buildings, which have multiple exposure points and increased risk.
- Q – Why are the residents not allowed to know who the individual is who has tested positive for the virus?
A- Out of respect for the individual's privacy, we will not disclose their identity; however we will alert the community when there has been an individual who has tested positive within the apartment building(s).
- Q -Are there locations within the apartment buildings that I can visit my family member?
A – Yes, the Briarwood, Chestnut Court, and Brickstone have spaces dedicated for in person visitation. Contact the concierge during business hours to reserve the time and date you wish to visit.
- Q – I am a Bungalow/Town house/Cottage resident. Am I allowed to enter the apartment buildings and community spaces of the Meadows or Brickstone?
A – Yes, as a resident community member you are allowed to enter. However, we request that you enter through a primary entrance and be screened.

- Q – Can a family/friend deliver items to my apartment if they are not a care giver?
A – No, all packages, dry cleaning, or other items are to be delivered to the primary entrances during business hours and the Meadows-Brickstone staff will deliver to your family/friend's apartment.
- Q- Can my attorney, financial representative, or other professional service person come to my apartment to meet with me?
A – No, we request that either you meet at their place of business or make arrangements to meet at one of the designated visitation locations.
- Q- Do the policies for Briarwood, Chestnut Court, and Brickstone pertain to the Hawthorne neighborhood?
A – No, they do not. Hawthorne is required to follow the Department of Health visitation guidelines.
- Q – Can I continue to use my housekeeping services from an independent source?
A- Yes, please supply the name and destination of the housekeeping individual to the concierge.
- Q- Does the visitation policy pertain to the Brickstone Wintergarden?
A – No, the Wintergarden is considered a public space and may be used for uses including the Joey B's restaurant or other "non-restricted" public gatherings, including resident use.
- Q- Why are entertainers allowed to enter the community buildings, but my family cannot visit me in my apartment?
A- Entertainers are restricted to the multipurpose rooms. They are not permitted to sing or play an instrument that requires blowing, i.e. horns, flutes etc. They are not permitted to enter any other location of the Meadows or Brickstone apartment buildings. All surfaces used for entertainment are sanitized before and after the program(s).
- Q- Why restrict visitation?
A- We are restricting visitation in order to minimize the threat of the COVID virus from entering the community from unknown sources/visitors. With the large number of residents and their family and friends, we have no way of knowing who is and who is not taking the necessary precautions. We have no way of knowing if and when we are infected with the virus in-between testing (if, indeed we are being tested). Our primary responsibility is for the safety and well-being of the residents and staff of the Meadows and Brickstone communities. We take this responsibility very seriously. Statistics show that it only takes one unknowingly positive individual to transmit the virus to another person. Consequently, this may cause severe illness or death.

I hope this Q&A segment clears any misconceptions and inspires an attitude of cooperation for the health and wellness of all.

Regards,

Paul Bartlett, VP of Skilled Housing