



BRICKSTONE | FOUNDATION | HOME | MEADOWS

April 9, 2021

Dear St. John's Residents and Family Members,

It has been a wonderful experience for residents, staff members, and visitors alike as we have successfully implemented Phase 1 of our Re-Opening Plan this past week beginning on Tuesday, March 30. Thank you to all of those families who have visited and adhered to the guidelines and processes we have put in place for everyone's protection.

Based on the success of this first phase and from our shared learning over the past week, we are excited to transition to Phase 2 of our Re-Opening Plan on Tuesday, April 13. The highlights of this next phase of visitation include a transition to in-person, in-room visits by up to two visitors per resident; scheduling done through neighborhood secretaries (the first contact of each resident will be receiving a phone call to initiate Phase 2 Visitation); one visit per day per resident; visitation by large family groups via new "Family Reunion Visit" offering; and child visitation when accompanied by one adult who is 18 years or older.

Through our experience and from hearing from some of you, we recognize that an environment of ever-changing guidelines can bring with it further questions and confusion. We have listed many of the questions we have heard from some of you with answers in an updated Re-Opening Plan document, which also includes further details about Phase 2. If you are familiar with the Re-Opening Plan document that was sent out on March 29, the [attached document](#) (dated 4-9-21) includes further updates in red, along with the previously released information.

Thank you for your continued patience as we navigate these ever-changing requirements for reopening nursing home visitation. We look forward to continuing to welcome families and visitors back to St. John's Home in a safe and protective manner for all.

Sincerely,

President and CEO

Embrace Living

150 Highland Avenue | Rochester, New York | 14620-3099 | 585-760-1300

stjohnsliving.org