

Dear Current and Future Residents, Families, Employees and Business Partners:

The safety and well-being of our residents and employees is our number one priority. **Please know at this time there is no active illness at Saint John's On The Lake.**

We continue to proactively monitor and take precautions in light of the spread of COVID-19. Our decision-making is guided by directives from the Centers for Disease Control and Prevention (CDC), the Centers for Medicare and Medicaid Services (CMS) and the Wisconsin Department of Health Services (DHS). Essential business functions necessary to protect the financial integrity of Saint John's will continue with appropriate precautions. Following is a summary of the wide ranging impact.

Effective immediately, all non-essential visitation is suspended until further notice.

- Entry to campus is restricted to the doors at 1800 and 1858 N. Prospect Avenue and via the garages
- Employees, contractors and consultants necessary to keep operations running and assure our residents' needs are met will be allowed entry after an acceptable temperature check and use of hand sanitizer
- Immediate family will be allowed to visit a resident at end of life as determined by the medical team
- Intra-campus visitation may continue; self-quarantine if you have had any signs and symptoms of respiratory illness including fever, cough, shortness of breath or sore throat in the preceding 14 days. *Please note the Central and North Tower elevator vestibule door access control will be activated at 8:00 am Tuesday, March 17<sup>th</sup>*
- All personal laundry for residents in the care neighborhoods will be done in-house
- Privately hired companions, housekeeping services and dog walkers are non-essential and will not be allowed on campus
  - Residents may meet their dog walker in the vestibules
  - Groceries may be delivered to Resident Service
  - Whitefish Bay Cleaner will continue pick-up and delivery from Resident Service.
- Drs. Betz and Sanidas will continue to see patients. Laboratory, x-ray, pharmacy and therapy will continue.
- The Podiatrist, Dentist and Massage Therapist appointments have been cancelled
- BMO Bank will be closed. Cash can be obtained from RS per policy.
- LifeStreams gym and pool, the Salon and the Library will remain open. Please practice hand sanitation and social distancing. These spaces will be thoroughly cleaned daily
- Newspapers will be delivered to Resident Service where they may be picked up. Papers remaining at the desks will be delivered with internal mail
- Mail delivery will continue. Our postal carrier will be required to have his/her temperature taken and sanitize his/her hands upon entry. Please do not wait in the mailroom during delivery

We are setting up processes to allow remote communication for families (Skype, Facetime, email, etc.) with priority given to residents of Windsor, Stratford and Canterbury.

All outside speakers and entertainers have been cancelled through April 12<sup>th</sup>. Internally led events will continue in groups of less than 50. Rooms will be arranged to accommodate recommended social distancing of 6'. Chapel services have been cancelled.

Taylor's is closed effective today. The Bistro will remain open. We ask you call in your order for pick-up at 831-6772 to help prevent ordering in close proximity to others at the counter. Dining will be allowed in the Bistro and the care neighborhoods; tables are placed 6' apart with one chair. The monthly meal minimum will be waived for March and April.

Bus trips to local grocery stores will continue. Residents will be required to sanitize their hands before entering the bus; the bus will be thoroughly cleaned following each trip. We recommend you purchase and store a three week supply of non-perishable food and supplies should quarantine be necessary. We are in the process of increasing the variety and quantity of items available for purchase in the Bistro in order to help limit your trips outside of Saint John's.

Guest room reservations up to and including April 12<sup>th</sup> are being cancelled.

Information regarding voter registration for an absentee ballot will be forthcoming.

In general, we recommend minimizing your exposure to the public; postpone social events, non-urgent meetings and appointments.

Until further notice, employees will not be considered tardy until 9 minutes after their designated start time to ensure sufficient time for an acceptable temperature check. Employees are being asked to restrict movement to their work area and to bring their lunch to work rather than use the Bistro. Applicant interviews will be conducted via Skype.

Marketing tours of campus have been suspended. Shore Holders (members of the waitlist) are not permitted to be on campus. Scheduled closings and move-ins will continue. North Tower move-ins will use the contractor elevator in an attempt to alleviate congestion and isolate from residents and staff. An elevator will be designated and shutdown to internal use for Central and South Tower moves. Movers will be subject to a temperature check.

Construction work will continue on floors 15-22 of the North Tower with access only through unoccupied areas. Workers are not allowed on occupied floors; punch list work has been postponed. Apartment remodeling underway in the Central and South Tower will continue. Work will be restricted to minimal personnel working only at Saint John's. Workers will be subject to a daily temperature check.

We will continue to update you as guidance continues to evolve. Please contact us with any questions you may have. Thank you for your cooperation during these unprecedented times.

Respectfully,



Renee Anderson  
President & CEO

*"Resilience is the capacity of a system, enterprise or a person to maintain its core purpose and integrity in the face of dramatically changed circumstances."*

-- Andrew Zolli