

March 17, 2020

Dear Residents, Families and Employees:

As COVID-19 continues to spread, we are increasing our efforts to protect residents and staff.

Residents of Windsor, Stratford and Canterbury are most vulnerable. Effective immediately, residents will remain within the neighborhoods. Salon services and therapy will be provided in the neighborhoods. Visits by Tower residents are not allowed unless the Tower resident agrees not to leave Saint John's campus for the foreseeable future.

Grocery shopping trips have been cancelled. Resident Service will accept grocery deliveries from a service or family member; please coordinate deliveries to ensure timely pick-up as we are not able to keep food frozen, cooled or warm. We are increasing grocery items offered through the Bistro store and replenishing more frequently.

Effective with dinner this evening, the Bistro will be carry-out only. Place your order by calling 831-6772. Employees are asked to bring their lunch to work rather than use the Bistro.

Internal events and meetings, both resident and staff, are limited to 10 persons or less provided the participants can sit 6' or more apart; participants will be required to have their temperature taken upon entry, and sanitize their hands upon entry and exit from the meeting.

We are strongly recommending residents "shelter in place", meaning not leave campus. The only way to prevent the virus from spreading is to limit our social contacts. This feels entirely unnatural to us, yet necessary during this extraordinary time.

Employees are asked to limit exposure by coming and going directly to and from home to work. Employees working a second job, or with family members working outside the home or children in day care outside the home must report to their supervisor exposure to COVID-19 as soon as they become aware.

Our efforts as a community are instrumental to stopping the spread of the virus. Please know we understand the dramatic impact these changes have on your daily life. Thank you for your forbearance.

Respectfully,



Renee Anderson
President & CEO