



March 25, 2020

Dear Current and Future Residents, Families and Employees:

I write again to keep you informed regarding important news, emerging issues and necessary changes in our operating procedures as a result of the spread of COVID-19.

We have one confirmed case of corona virus at Saint John's. The resident - who first exhibited symptoms March 15<sup>th</sup>, was tested March 16<sup>th</sup> and confirmed positive March 23<sup>rd</sup> - has been self-isolating since March 15<sup>th</sup> and is recovering in their Tower apartment. This is alarming news, however because appropriate action was taken promptly, we have thus far avoided community spread. The resident will continue to quarantine for the required 14 day period or longer if symptoms persist, resuming normal activities only after being symptom free for 72 hours.

As I am sure you already know, yesterday Governor Tony Evers issued Emergency Order #12 Safer at Home requiring all of us to stay in our homes except to conduct essential activities such as shopping for food, household supplies and medications, and for critical medical appointments. Outdoor activities such as exercise and dog walking are permitted.

Saint John's is considered an Essential Human Service Operation necessary to provide care and services to our residents. Our employees have been issued a travel letter should they be stopped and questioned during their commute. Numerous staff are working from home as their responsibilities allow. Meetings are being conducted via telephone, and social distancing is being practiced by those working on campus along with proper hand hygiene. Staff working in the neighborhoods are wearing masks when providing direct care to residents. The Salon, Fitness Area, the Pool and the Bistro remain open and available to residents who exercise appropriate precautions.

Construction is also considered an Essential Business function. Work in the North Tower is restricted to unoccupied floors; workers do not come in contact with residents or staff. Work underway in occupied areas will be completed; no further work will be undertaken until the emergency order is lifted.

Many residents have asked how they can help.

- First, and foremost, stay on campus. Every time you come into contact with the public and return to Saint John's, you risk potential personal exposure and may pose a threat to your fellow residents and staff.
- Wash your hands every time you leave and enter your apartment. Avoid touching your face, especially in public.

- Practice social distancing – one person in a mail room at a time, 2 people in an elevator at a time, stand back while picking up at the Bistro, stand 6' apart for the casual hallway conversation.
- Place your Bistro order and make your Salon appointments by phone.
- Stay in your apartment if you are not feeling well and call the Clinic for further direction.

This is an extremely difficult time for all of us. We are being asked to behave in ways which are both unfamiliar and unnatural. Saint John's has had to implement uncomfortable, restrictive procedures. Please know these actions are being taken to safeguard our collective health and well-being. Our compliance today will help to stop the spread of the virus and enable us to resume our freedom and independence. Stay strong, be well. Thank you.

Respectfully,

A handwritten signature in cursive script that reads "R. Anderson".

Renee Anderson  
President & CEO