

March 30, 2020

Dear Current and Future Residents, Families and Employees:

Resident and employee health and well-being continue to be our focus as we work to halt the spread of novel corona virus. Thankfully, the one resident with a positive diagnosis continues to recover; today marks the fourteenth day since initial symptoms presented. We await test results on several employees though given symptom resolution and the elapse of time, only one employee is presumed positive; the individual is recovering at home.

The COVID-19 Team meets Mondays, Wednesdays and Fridays to share updates on resident and staff health, review new guidance and make decisions regarding additional precautions needed to ensure our safety. Information regarding the most recent changes follows.

On Friday, I shared via Parlez and NewsFlash, the closure of the Salon until the Safer at Home order is lifted.

Effective tomorrow, Tuesday, the LifeStreams fitness area and the pool will limit hours to Monday through Friday from 7 AM until 3 PM, the time during which the staff is present ensuring equipment, door handles, pool railings and locker rooms are disinfected between users. The fitness area remains limited to the number of persons able to use the space while remaining 6' apart. The pool is limited to one swimmer at a time. Those using the fitness area and the pool will be screened for symptoms and have their temperature taken prior to use. Only residents may use the fitness area and the pool, employees are not allowed to use these amenities at this time.

The Bistro is open for carry-out. Place your order by calling extension 6772, your order will be ready for pick-up in 20 minutes, your receipt will be in the bag. We are unable to fill orders placed at the counter, please respect the declination for the safety and protection of our staff.

Groups of 10 or less will continue provided participants can be 6 feet apart. Participants will be screened for symptoms and have their temperature taken prior to use. The LifeStreams team is disinfecting chairs between scheduled events however we would welcome resident assistance with this task, especially over the weekend.

We have closed the doors to the Administrative offices. Many individuals are working from home. Please call if you wish to speak with any one of us, we are checking our voicemail frequently.

In recognition of the essential work performed by Saint John's staff, and their continued dedication to our residents during this extraordinary time, all employees will receive a \$3.00 per hour premium for all hours worked while the Safer at Home order is in place. It is my hope this expression of appreciation helps them to cope with the impacts of the pandemic on their personal lives.

Notices regarding COVID-19 are distributed to Tower residents on paper and via email, to staff, and to families of care neighborhood residents for whom we have email addresses. They are also posted on our website at <https://www.saintjohnsmilw.org/covid-19-coronavirus-updates/>.

Our precautions, variously interpreted as "ridiculously liberal" to unnecessarily "draconian", have been effective to date. I am grateful for your support and the wise counsel of my Team. Thank you for your efforts to keep yourself and the Community of Saint John's safe.

While I have your attention, I need to share another update. On Saturday, March 28 at approximately 2:25 PM a plumbing valve failed in a public restroom on Canterbury flooding the entire floor. The clean water seeped to Stratford, Windsor and the Town Center. Tom DuPree responded to the call and performed admirably shutting down the water flow and calling in support. ServiceMaster was contacted to lead the clean-up. Nearly the entire Maintenance team and members of Housekeeping arrived to assist; VJS and Total Mechanical were also present. All contract personnel were screened for COVID-19 before entering the care neighborhoods. By 7:30 PM the water was vacuumed up and various pieces of equipment put in place to facilitate drying. By the end of the today, Monday, most equipment will be removed. ServiceMaster will continue to monitor moisture levels throughout the week. In order to minimize further disruption to residents, repair work will be deferred until after the Safer at Home order is lifted.

I am grateful for your empathy and kind words, this is a trying time for all of us.

Respectfully,



Renee Anderson
President & CEO