

May 1, 2020

Dear Residents and Family Members,

Maintaining the health and safety of Saint John's residents and staff is always our highest priority. Now more than ever, our efforts are focused on precaution and prevention. The guidance we receive from the Centers for Disease Prevention & Control (CDC), the Wisconsin Department of Health (DHS) and the Milwaukee Public Health Department changes frequently. The job of our leadership is to monitor the guidance and adapt our internal processes according to the most current information.

In accordance with the Governor's Badger Bounce Back plan and because test kits are now more readily available, all at risk persons in the health center (Windsor, Stratford and Canterbury) with any symptom of COVID-19 are being tested. We have been monitoring our health center residents closely for any signs and symptoms of COVID for several weeks. Recently, we identified residents with one symptom of the virus. As a precaution, these residents were tested and the result was positive. These residents are all doing well and we are monitoring their conditions closely.

Further, a number of our staff with symptoms have also been tested, some resulting in confirmed cases. All are recovering and will return to work upon clearance by the Health Department and their physician.

Upon learning of these new cases, we have implemented yet another level of protection for residents and staff in the health center.

- Only caregiving staff (Nursing, LifeStreams, Dining, and Housekeeping) and their supervisors are allowed on Windsor, Stratford and Canterbury
- Staff may no longer move between neighborhoods unless by exception as directed by a supervisor
- Spouses of health center residents residing in the Towers may no longer visit in person
- Staff who have a second employer must choose between Saint John's and the second employer (may only work at one facility until directed otherwise). This is effective May 17th
- Meals are being served in the residents' rooms. Residents may dine in the entryway of their rooms to facilitate meal observations for safety reasons
- All staff with potential for close contact with a resident (come within 3 ft. for more than 10 consecutive minutes) must wear an N95 mask and a face shield. This includes all nursing staff, wait staff, LifeStreams staff and housekeepers.

We will continue to closely monitor the health of all residents, and test as indicated by guidance and in consultation with residents' physicians. All employees are screened upon arrival at work. We are in daily contact with those at home due to illness to monitor their condition and support them through their recovery. There are no new cases of corona virus in the Towers.

I remain committed to sharing information as transparently as possible, especially during this unsettling time. Our Nursing team is in daily contact with health center resident families, and I will continue to update you weekly. As always, I am available for questions. Thank you.

Respectfully,



Renée E. Anderson
President & CEO