

May 13, 2020

Dear Residents and Families,

Last week I shared with you Saint John's has cases of COVID-19 on Windsor, our skilled nursing neighborhood. On Friday, Larry Moburg, beloved husband of Judy, currently a York resident, passed away. Larry and Judy moved to the South Tower when it opened in 2011. Larry suffered from a longstanding illness which was complicated by the virus.

Since my last communication on May 8th, another resident of Windsor and a resident of Canterbury have tested positive. All residents who have tested positive are presently in stable condition and we have begun the process to verify their recoveries. The fact that we have not been able to protect our residents from this insidious disease is both humbling and heartbreaking. Visitor restrictions have been in place since March 15th. Staff are being screened for signs and symptoms of COVID before reporting for work. All staff has been wearing hospital-grade facemasks for more than six weeks and two weeks ago we added face shields as an additional level of precaution. We have implemented enhanced cleaning in the care neighborhoods. Frequent hand-washing is the norm. It appears that the source of this virus is through transmission by an asymptomatic carrier. In addition to our staff, we have allowed lab and radiology personnel and the podiatrist to enter the care neighborhoods. Effectiveness of all of these measures relies on compliance - by every person, every day, all the time. Our focus is on continuous communication, education, and monitoring.

Today, the Wisconsin Department of Health Services plans to post on their website the names of the skilled nursing facilities in the State with cases of COVID-19, along with the numbers of cases. I am uncertain if the number of cases will be reported cumulatively or as of a point in time. It is likely the press will publish the information as well. Saint John's has openly shared information to date, communicating with stakeholders at least weekly and posting the communication on our website where it can be easily accessed by the public. We remain committed to transparency. We further remain committed to providing the high quality of care and services for which we are known.

Tower residents have asked how Saint John's intends to re-open. Saint John's will follow the Badger Bounce Back Plan, with one likely exception, evaluating the impact of each successive opening upon the health of residents and potentially slowing re-opening until we can demonstrate we are able to do so without an increase in the prevalence of the virus. The first hurdle is the expiration of Safer at Home, presently May 26th. The second phase is achievement of 6 gating criteria established by the Governor. As of this writing, 5 criteria have been met. Presumably if those criteria are sustained until May 26th, restaurants can re-open and gatherings of 10 or fewer can resume when Safer at Home expires. Further lifting of restrictions is outlined in two phases though the State has yet to define the criteria.

The Badger Bounce Back Plan bans visitation to nursing home residents until a vaccine is available. We take exception to the ban. We believe the negative impact on residents' emotional well-being over what would likely be a long period of time outweighs the risk to their physical health, all other things being equal. This belief is shared by our state association, LeadingAge, who is advocating for the relaxation of that particular restriction.

Thank you for your trust in Saint John's, your kind words and acknowledgements have helped to sustain our staff.

Respectfully,



Renée E. Anderson
President and CEO