



September 25, 2020

Dear Residents, Family, and Employees:

It has been some time since I have written with an update on the status of the COVID-19 virus at Saint John's. Without making light of the situation, no news is good news – there has not been a confirmed case of the virus among Saint John's residents since May 9<sup>th</sup>. We attribute our positive results to diligent infection control practices, particularly mask use by residents and staff.

Many other precautions have been taken, not the least of which was closing campus to outside visitors on March 15<sup>th</sup>, along with closing the care neighborhoods of Windsor, Stratford and Canterbury to all visitors (with an exception for residents at end of life). This action, directed by the Centers for Medicare and Medicaid Services (CMS), the Wisconsin Department of Health Services (DHS), and the Milwaukee Department of Public Health, while helping to keep us free of the virus, has taken a toll on our collective wellbeing. No amount of online activity can replace an in-person connection.

In response to growing needs, systems were put in place July 5<sup>th</sup> to allow categories of persons access to campus. At present, we are managing four separate Authorized Visitor Lists:

- Work in the apartment performed by contractors, and move in support - responsible person Maggie Monson - 831-6882 or [mmonson@saintjohnsmilw.org](mailto:mmonson@saintjohnsmilw.org)
- Housekeepers - responsible person Jen Milkiewicz – 831-6861 or [jmilkiewicz@saintjohnsmilw.org](mailto:jmilkiewicz@saintjohnsmilw.org)
- Essential visitors for Tower residents defined as caregivers and companions who may be hired by a resident or family, or may be family members, business appointments, and move out support – responsible person Mary Milliren with input from Michele Heim. Mary can be reached at 831-6887 or [mmilliren@saintjohnsmilw.org](mailto:mmilliren@saintjohnsmilw.org)
- Scheduled, supervised visits for residents of Windsor, Stratford and Canterbury – responsible person Anne Luther – 831-6917 or [aluther@saintjohnsmilw.org](mailto:aluther@saintjohnsmilw.org)

All visitors are screened for COVID-19 symptoms and have their temperature taken upon arrival. Like residents and staff, visitors must wear a mask. Last week, following receipt of updated guidance from CMS and DHS, care neighborhood visits were moved indoors and now occur in the North Tower lobby area. Accommodations are made for visits in resident rooms when they are unable to visit in a public area due to health concerns.

We are planning to accommodate indoor visitation for Tower residents as well however, as more and more people visit campus, potential for exposure to the virus increases. In order to mitigate risk, Tower resident visits will take place in the North and South Tower lobbies thereby avoiding visitor use of elevators and common residential hallways. Care neighborhood residents will be given priority when scheduling the North Tower lobby. A weekly visit may be scheduled for up to 2 visitors for one hour per visit. Visitors must be at least 12 years of age. Additional staff are being hired specifically for screening and guest scheduling, relieving Resident Service desk staff of this responsibility. You will receive a separate communication with date of commencement and scheduling information for indoor visits in the coming weeks.

LifeStreams continues to offer both in person and online opportunities for engagement. Attendance is limited based upon the size of the room, sign up in advance is required. The gym and the pool are also open on a limited basis, sign up is also required. Taylor's is open by reservation only with limited capacity. Taylor's and the Bistro continue to offer carryout meals.

In the coming weeks, the HVAC systems in the care neighborhoods and select large common areas will be modified to incorporate plasma air purification, proven to destroy airborne transmission of the COVID-19 virus. Additional areas will be similarly modified in 2021.

A multidisciplinary team comprised of 18 staff members meet telephonically on Monday, Wednesday and Friday to review resident and staff health, discuss new guidance, track inventory of PPE, respond to resident requests, and develop workplace practices for Saint John's. Next week, the Resident Council Health Committee will be engaged to assist in creating guidelines for resident hosted social gatherings.

We understand the desire to restore our family and social connections, and we acknowledge the responsibility of the Organization to mitigate the spread of the virus at Saint John's. To date, we have been successful in gradually re-opening our campus. We believe with sustained positive outcomes we will be able to loosen restrictions and provide future opportunities for more engagement on campus.

Thank you for continuing to practice our recommended safety precautions, for your strength in enduring a prolonged period of hardship and uncertainty, and for your trust and confidence in Saint John's. We are resolute in our commitment to service excellence, despite the challenges before us.

Respectfully,



Renée E. Anderson  
President and CEO