

Dear St. Paul's seniors, families, friends, and supporters,

As we approach six months of living with COVID-19, I'd like to take this opportunity to thank our residents and participants, their families, our Boards of Directors, and of course, our incredible St. Paul's employees. We have had to make difficult yet necessary decisions on how we operate our communities and serve our seniors to ensure the safety of all. We are thankful for the support we have received.

While the virus is not yet over, and the ups and downs continue, we look forward to the day we can operate more like we used to. However, we know that we are at a point where we must learn to adapt to a "new normal." As the virus continues to ebb and flow, know that your support and strength helps us keep our seniors, staff, children, and our community safe. We will always be dedicated to ensuring both our staff and seniors' safety and well-being, as they are our family.

I want to give you some information on the care for both our seniors and employees during this time:

- We initiated our staff screenings and closed our residential buildings to the public in advance of the required 'stay at home' orders to keep our residents safe.
- We monitor the CDC and local and state public health agency updates daily and adjust our infection control protocols accordingly.
- Our leadership meets daily to discuss these updates and make changes as necessary.
- We provide weekly updates through letters, emails, and videos, so our seniors, families, and staff are completely aware of all COVID-19 occurrences and practices.
- We ask our residents to wear a mask outside of their apartments and outside of the community. We also ask staff and residents to remain 6-feet apart and anyone else they come into contact with.
- We placed Plexiglas dividers and safety devices throughout the buildings.
- We rigorously screen all employees and residents when they come into the buildings. Our screening protocol includes six safety questions and exceeds state requirements.
- We limit access to our buildings to seniors and necessary staff. Vendors, family members, and other guests have been asked not to visit or enter our facilities.
- We have set up safe-stations for families and business representatives to visit with our residents outside our buildings, which are monitored with strict safety measures.
- We also use technology to ensure our residents enjoy regular "face-time" with family and friends and communicate with their Doctors.
- We have handwashing stations and hand sanitizer placed throughout the buildings, and we have provided masks for both our seniors and staff.
- We provide education on symptom control, family safety, reporting, handwashing, and PPE/mask-wearing.
- We provide a meal delivery service for our residents to keep our common areas from over-crowding and to eliminate the potential spread of illness through our dining rooms.

- We bring joy to our residents with ice-cream carts, happy hour deliveries, musicians heard from the balcony, drive-thru events for families to say hello from a distance, and more.
- We offer exercise classes in the hallways and small safe groups to encourage residents to keep moving and stay active.
- We encourage the local community to send us activity books, puzzles, and cards to cheer our seniors up through our 'Sunshine for Seniors' program.
- Our Chaplaincy program provides a weekly Sunday Service virtually, and in small groups, to offer spiritual support to our seniors.
- Chaplains also provide individual and group counseling through phone calls and zoom meetings.
- We have opened a child watch program for staff so our employees with children can continue to come to work.
- We are also providing staff meals, so employees don't have to leave the buildings to purchase food.
- We also offer hotel rooms for those needing to quarantine.
- Our St. Paul's PACE program has also introduced new ways to care for our home-bound seniors, including:
 - a Roving Medical Clinic bringing provider care to their door
 - weekend dental clinics
 - telehealth medical appointments
 - increased home care services
 - 2 food deliveries
 - increasing our food pantry for participants in size and service to ensure they get meals
 - and more

We have also established excellent protocols in the event of a positive case of COVID-19, including:

- Utilizing fully staffed Transitional units at several of our buildings, seniors have a safe and familiar home to recuperate in after hospitalization and eliminate any fear of spread.
- We have a communications tool to inform all individuals of new developments.
- We have experienced contact tracing staff on site to ensure all those who may have been exposed are tested and receive needed care.
- We have COVID-19 testing stations on-site for staff and residents.
- We have hired a third-party sanitation company to complete a thorough deep clean to augment our daily disinfecting and sanitation processes.
- We monitor residents and employees for signs and symptoms and take temperatures regularly throughout the day

At the five and half month mark our residential communities had zero resident cases of COVID-19. We attribute this to the above practices. This week, we have six residents who have tested positive and we are working hard to keep them safe and well cared for while doing the same for staff. Each of these seniors are doing well as of this writing and 4 have already returned to our Transitional Unit. This tells us this new way of life is far from over; we must remain vigilant.

So please join me in not only thanking staff and St. Paul's seniors for their commitment and hard work to date, but also to encourage them and each other to continue best practices to keep our most vulnerable population safe.

It is a priority for us to keep you, our seniors, their families, and our staff informed about what is going on across our organization. Should you have any questions or concerns, please email us at behealthy@stpaulseniors.org. We also have a 24-hour hotline with current information at (619) 591-0680.

With Gratitude,

Cheryl Wilson RN

Chief Executive Officer
St. Paul's Senior Services