



April 17, 2020

Dear Carriage Home Resident,

Saint Mary's Home of Erie's top priority is the health and wellness of our residents and employees. We understand that as a Carriage Home resident, you have specific concerns regarding COVID-19 and we are committed to making sure you are aware of our active efforts for prevention and containment – and how those efforts affect you. Please know this is a rapidly evolving situation and we are extremely grateful for your patience and understanding as we work to respond to and address the needs of all involved.

As you are aware, we closed the facility to visitors and non-essential vendors on March 14th. This action affected certain services available to Carriage Home residents. Access to the Residential Dining Room and to Home Care services such as Housekeeping will remain suspended until further notice. Please understand that this is done as a way to protect you, our staff and other residents. At this time, we cannot offer meal delivery services as our staff is being asked to adjust their routines to ensure that residents who cannot live independently, such as those in skilled nursing and residential living, receive the services they require.

We are continuing to respond to Maintenance requests. However, responses will be prioritized based on immediate need. Please continue to let the front desk know of any maintenance issues. In order to limit exposure from people coming in and out of your home, certain requests that do not need immediate attention may be delayed. Of course if there is an emergency or maintenance issue that needs to be addressed in a timely manner, we will make every effort to do so.

Groundskeeping services will also continue at this time. Please see the Groundskeeping Newsletter that is included with this letter for specific details about what will be taking place in the coming weeks.

This is a challenging situation to navigate but there are many resources available to help you if needed. For instance, many grocery stores offer curbside pick-up as well as both same-day and next-day delivery to your door. If you are using any delivery services, please be sure they have your specific Carriage Home number. Deliveries will not be accepted at the main campus. There are also many forms of virtual communication tools available to help you stay connected with friends and family, such as FaceTime, Skype and Zoom. If you need recommendations, please let us know and we will try to offer some insight.

Additionally, we recognize that this pandemic is likely causing increased feelings of stress and anxiety. It is important to maintain a healthy lifestyle, manage stress and practice self-care during this time. As the weather warms up and you seek to take your healthy lifestyle outdoors, remember to keep a safe distance from others.

Most importantly, we urge you to follow the recommendations from public health officials. This includes frequent hand washing, covering your cough or sneeze, frequent cleaning and disinfecting of high-touch surfaces, social distancing, and wearing a mask when out in public for essential purposes. You can find detailed instructions and a number of both sew and no-sew methods on how to make your own face covering at www.cdc.gov.

If you develop symptoms of a respiratory illness (cough, fever, shortness of breath, etc.) you should self-quarantine and contact your primary care physician as soon as symptoms occur. We ask that you please let us know if you are being tested for COVID-19 so that we can take the appropriate next steps.

If you would like to receive periodic emails updates about how Saint Mary's is responding to COVID-19, please send your information to Emma Toner at etoner@stmaryshome.org or 451-1316. Many of you are already on this email list, but if not, these updates will help you stay informed and keep you abreast of any developments in our community.

To read more about our efforts and view past communications you can visit our website at www.stmaryshome.org/contact-us/news.

Please be assured we are doing everything we can to remain attentive to your needs and support you in this crisis while following the local, state and federal public health guidelines. As always, we are here to answer any questions and address any concerns you might have.

Thank you and stay well,

A handwritten signature in black ink, appearing to read "Allen L. Bonace". The signature is fluid and cursive, with a long horizontal stroke at the end.

Allen L. Bonace, MSN/MBA, RN, NE-BC, NHA
President/CEO