

March 19, 2020

Dear family members and loved ones,

Thank you for your trust in Minnesota Masonic Home during this unprecedented time to reduce the spread of COVID-19 in Minnesota. Our commitment to keeping your loved one healthy and safe is stronger than ever. There are currently no cases of COVID-19 in our facility.

We are following the recommendations from the Centers for Disease Control (CDC) and the Minnesota Department of Health (MDH) to help reduce the spread of COVID-19, and we have implemented a number of changes to comply with those recommendations. Our leadership team is receiving and reviewing updated information on an ongoing basis. We continue to evaluate risks and determine appropriate actions as needed.

Staff are educated on infection control protocols upon hire, annually, and throughout the year which includes proper hand hygiene, cough etiquette, use of Personal Protective Equipment (PPE) and standard, contact and droplet precautions. Staff education has tremendously increased on this topic over the last few weeks. Housekeeping staff has increased disinfections to frequently touched objects and surfaces.

Staff who feel ill are required to remain at home. We are monitoring and screening all employees at the beginning of each shift and as necessary. All medical personnel/vendors that need to enter the facility are also screened. Screening involves a series of questions and temperatures checks.

To encourage the recommended social distancing set forth by the CDC, we have discontinued large group activities, large group church services, beauty shop appointments as well as volunteer visits. As a result, we have increased one-on-one visits from therapeutic recreation and all other departments. Meal times have been altered, which includes an additional serving time, to allow the recommended social distancing.

For families who routinely complete resident laundry, you may continue this if you wish. Please contact unit staff to have clothing brought to the 24 hour desk. If you are interested in having us complete laundry at this time, we are happy to do so.

We encourage you to continue to be in touch with your loved one and are happy to support you and assist with arranging Skype, FaceTime, or phone calls (even a group call) with the use of conference phones and/or conference lines. As an additional effort to promote communication between you and

your loved one, we will be providing all residents with a phone and waiving the monthly fee. You will hear from us soon with your loved one's phone number.

As you communicate with your loved one, please contact the nurse manager and social worker should you have concerns about medical condition and/or emotional well-being. If you have items that you would like to bring in for your loved one, please feel free to do this. We respectfully request that you leave these items at the 24 hour desk. Please label with resident's name and room number. We will happily deliver to your loved one.

We are working with our suppliers to ensure that we have the needed supplies while avoiding stockpiling, which could exacerbate shortages.

We will keep you informed with regular updates and postings on our website.

<https://www.mnmasonichomes.org/our-home-news-events/>

Also, we will be updating our voice message on our emergency hotline as conditions or circumstances change. The emergency hotline for patient/resident representatives: 952-948-6171.

We know this is a difficult time for everyone, please know that we are here for you and your loved one. Please continue to be in touch with our staff with any questions or updates you need.

Take care and stay well,

Beth Schroeder
Administrator