



September 11, 2020

Dear Stone Resident Family Member or Responsible Party,

Thank you for your patience and support over the past seven months which have been so challenging for everyone.

The weather has started getting cooler and we are waiting for guidance from the state Department of Public Health (DPH) on how family visits can take place safely.

Our newly upgraded telephone system will be launched over the next seven to ten days, preventing the network malfunctions experienced lately. Your understanding through those issues has been greatly appreciated.

With that new system, every resident will have a phone number to which our receptionist can transfer calls. If you want your family member to have a phone in their room, you will need to provide them with one; the service will be provided by Stone free of charge. Once the resident phone system is up and running, you will receive their telephone number by mail or email.

Important: If there are friends or family members who should not visit your loved one, please provide Amber Murray (Amurray@stoneseniorliving.com) or me with a list of approved visitors.

We continue to provide surveillance testing to our staff and residents. If your family member (or the person you are responsible for) is COVID-19 recovered under the current guidance, they will not be tested unless they show symptoms. We continue to work diligently to keep these infections under control; our last positive case among residents was on May 13th.

Finally, if you received this letter by U.S. Mail and have an email address you would prefer we use, please contact me at Nbaker@stoneseniorliving.com. We are working to make our communications with you the best possible.

Sincerely,

Nick Baker, *Executive Director*