



Dear Family Member(s);

At StuartCo, we talk a lot about commitment; specifically, our commitment to making The Alton home, as well as meeting the individual needs of residents each day.

The current outbreak of COVID-19 is showing us just how unpredictable life can be. It is natural to feel fear and apprehension, and at some level, I know we all do. As a society and as health care professionals, we've never faced a pandemic, and together we are navigating this for the first time. What is more concerning is we're caring for a population at a higher risk than the rest of the population.

We want you to know that as we navigate through the myriad of decisions, we always hold the health and wellbeing of your loved ones and our employees paramount. We remain realistic about this process. Our priority is to do everything we can to keep this virus from entering our community. At the same time, we also have to plan for the worst. To not do so would be irresponsible. Our decisions are grounded in careful consideration of guidance from the Centers for Disease Control, Centers for Medicare Services, and the Minnesota Department of Health.

Our partner, Bluestone Physician Services, recently offered systematic testing of all of our residents and employees. We feel this process should begin immediately. What we know today is infection-control strategies focused solely on symptomatic residents are not sufficient to prevent transmission. Our team has spent the last number of weeks building out an isolation program, should it be necessary, at the Alton to safely care for any resident affected. Our commitment to you is that we will be completely transparent through this process. Our residents, families, and employees will be informed.

As you have questions specific to your loved one we encourage you to speak to the Bluestone team. As you have questions for us please call (952)948-9513 or e-mail altoncovidinfo@stuartco.com. We will be prompt in responding.

Finally, as we've all experienced at some point, it is in life's most challenging times those around us rise to inspiring levels of service. That's what I'm seeing in our employees delivering the care and services to our residents. I hope this knowledge can give you some sense of peace and calm as we take on this challenge.

Sincerely,

Lisa Moe
President & CEO