

To: Family Members of Delaware Run Residents  
Fr: Heidi Reed, Assisted Living Director  
Date: April 14, 2020



Greetings, families and loved ones. I hope this email finds you safe and well. It's hard to believe it has been 30 days since the Ohio Department of Health mandated no visitors we've experienced since then is unbelievable, not only here, but in our homes and in the community at large. It is truly a different world.

As of now, there are no cases of coronavirus in our assisted living or memory care units at Delaware Run. We did have a resident of a twin-single home test positive, and that person is now being served in the quarantine area of Willow Brook Christian Village. Going forward, if any resident or staff member at Delaware Run does test positive for COVID-19, you will be informed within 24 hours.

Please know that we are taking every precaution to keep everyone healthy. All staff and all residents throughout the entire building are wearing masks. It kind of looks like a movie set at times! This is our latest intervention to protect our very vulnerable population as well as our staff.

I want to commend our staff in all departments for contributing to the success of keeping our building virus free. We've had employees from all departments step outside their comfort zones and pitch in wherever needed. This speaks to the strength of our staff as well as their desire to fulfill our commitment to your loved ones.

I appreciate your patience and understanding as we try to connect loved ones through email, FaceTime and phone calls. If you want to be connected and are not sure how to make that happen, please reach out to Kelly Frentsos, our Activity Director, at [kfrentsos@willow-brook.org](mailto:kfrentsos@willow-brook.org). She can help!

And thank you for your kind words of encouragement to our staff. They enjoy your notes and well wishes so much. I look forward to your being in our building again and watching the excitement in your loved ones' faces as they see you coming down the hall.

If you have any questions, please don't hesitate to call me at 740-201-3334 or email [hreed@willow-brook.org](mailto:hreed@willow-brook.org). Be safe and stay well.