

To: Families of Delaware Run Assisted Living and Memory Care Residents  
Fr: Heidi Reed, director, Delaware Run AL and Memory Care  
Re: Indoor Visitation at Delaware Run AL and Memory Care  
Date: Oct. 12, 2020

We know that you've been anticipating the indoor visitation beginning next week. After receiving state guidelines, we now have our plan in place. Here's what you need to know:

Visits are limited to a maximum of two people at a time. You may visit for a maximum of 30 minutes.

You will need to sign up for visits using the SignUpGenius website. Please use the appropriate AL (Assisted Living) or MC (Memory Care) time slots. Here is the link: <https://www.signupgenius.com/go/10C044CAFA62AA46-assisted>

Those who do not have computer access may call the activity department at **740-201-5768** or **740-201-5767**, to reserve a visit.

Visitors will continue to screen in at the front office, then go to the location of their visit. AL visitors will come to the A-1 door (small covered entrance west of the main lobby). MC visitors will come to the H-1 craft room door near the MC lounge windows (glass entrance door by the medical entrance on the west side.)

It's important to keep this area very clean. We will place cleaning wipes in the seating near the glass. We ask that you wipe down the chair, arms and door knob as you leave the outside door. There is a trash receptacle near the sidewalk where you may discard your cleaning wipes. Your assistance with cleaning will supplement our vigorous sanitation efforts and will help to keep everyone safe.

Please let your family members know that you are coming. We do our best to give them advance notice of your visit, but the more communication, the better. Please call the morning of the visit to remind your loved one. It really helps them be prepared.

We look forward to seeing your visits continue in the colder months. If you have questions or concerns, please don't hesitate to reach out to me at [hreed@willow-brook.org](mailto:hreed@willow-brook.org) or 740-201-3334. Thank you for your cooperation and patience.