

March 16, 2020

To: Families of Delaware Run residents

From: Larry Harris, CEO



I'm sure you have been seeing news reports on the virus outbreak as I have. In addition, Willow Brook has received directives from Governor DeWine and the Ohio Department of Health. We are implementing these as best we can.

Our best defense from the virus is to keep distance between people. Toward that end, we are working hard to close the main building from visitors and "outsiders." So far, we have no cases at any of the three Willow Brooks, and we would like to keep it that way.

Visitor Restrictions

At this time in our assisted living and memory care facilities, and independent apartments are closed to visitors. Visitation will only be granted in cases of end-of-life care. This is by order of the Ohio Department of Health. Visitors must enter the door at the main lobby between **9 a.m.-5 p.m.** Visits are limited to the resident's room. Any approved visitor must still pass a screening for fever, shortness of breath, cough, and sore throat.

Restaurant Policy

Our Water's Edge Restaurant and Café 100 are closed. Residents in assisted living will be served meals in their rooms. Those in apartments and twin-single homes can arrange for meal deliveries by calling extension 5770. We will not charge the normal \$2 delivery fee. Residents are asked to call the reservation line by 11 a.m. for lunch or by 4 p.m. for dinner.

Activities, Outings & Meetings

All group activities are cancelled. This includes internal programs and any outings. We are also cancelling events or meetings scheduled by outside groups through March and April at a minimum.

Phone calls to residents

If you would like to talk with your family member, please feel free to call. All resident have a direct number in their rooms, so you can call them directly without operator assistance. If you need help coordinating a phone call, please call 740-201-5640 and someone can assist your loved one with making or receiving a call.

We have set up a screening and information station at the front lobby. You can also call our hotline for updated messages at 614-410-3780 or our front desk at 740-201-5640.

I know these actions are disrupting, but we are dealing with a potentially killer virus. A bit of inconvenience now is a small price compared to our lives.

As always, I stand ready to answer your questions or simply listen. It is my honor to serve you.