

March 16, 2020

To: Delaware Run residents

From: Larry



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." If you live in an apartment or the healthcare center, please receive no visitors. We have locked down the assisted living and memory care units – absolutely no visitors (unless there is an end-of-life situation).

If you live in an apartment – no visitors. Please ask your family and friends to not visit. Visitors' fobs and key cards have been de-activated. Yours will still work, but please do not allow visitors in on your fob. If you live in a twin-single, your fob, too, is being de-activated.

Anyone who enters the main building for any reason (including staff, twin-single residents, delivery people, and outside service providers) must enter through the main lobby entrance between 9:00 a.m. and 5:00 p.m. All will be screened which includes answering some questions and having your temperature checked. We will turn away visitors and anyone declined by the screening.

The Water's Edge Restaurant is closed to seated dining, and we also are stopping pick-ups (we don't want a group to congregate while waiting). However, you can phone in deliveries to your apartment or twin and we will bring your meal to you (we are waiving the usual \$2 delivery charge). Call 5770.

The Café 100 Bistro is closed. No seated dining or carryout.

Bus trips are cancelled, except for the Friday grocery run. Here are alternatives for you to obtain your groceries.

- If you can drive to the store, that is acceptable.
- Kroger deliveries and Clicklist pickups are available, but you need an app for your phone or computer. And we are told there is a two- to three-day delay, and there is a charge.
- Arrange for a companion aide to shop for you. (Normal charges will apply.)

We are stopping all group activities and gatherings. This includes the daily coffee gathering at 10:00 in the Gathering Room, billiards, card groups, Thursday Talks, classes, etc. The fitness center and library are closed.

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Our branch of First Commonwealth Bank will be closed through April 3. If you need assistance getting to another branch, let us know and we'll try to help you.

Dr. Hucek and Blue Sky Therapy are open as usual. If you go there, please either use the outside doctor's entrance or go to the third floor and walk through the transitional hallway to the far elevator. We do not want you walking through the assisted living center.

If you feel you are sick do not go to the emergency room or your doctor's office. They may soon become overwhelmed. Instead, call your primary care physician's office. You will be told that if you have flu symptoms that are mild-to-moderate to self-quarantine in your home or apartment. Your doctor can also treat you for standard influenza if that seems appropriate.

If you are experiencing more severe symptoms, your doctor can coordinate with the hospital directly and make arrangements to have you go there in a controlled manner so you can be tested and not directly contaminate the rest of the hospital population. And please call Carol Roden, our wellness nurse, at 2636. Leave a message if you don't get her. We would like to keep track of any illness on campus.

And finally, PLEASE STOP TRAVELING! Cancel any planned trips or cruises. You are not only putting your own life at risk, but potentially your neighbors'.

I know these actions are disrupting, and you may lead a pretty boring life for a while. 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.