

To: Willow Brook at Delaware Run Families  
Fr: Heidi Reed, Assistant Living Director  
Date: April 7, 2020



Hello from Willow Brook! I would like to give you an update on what we are doing to protect your loved ones during this challenging time.

We have no active cases of the novel coronavirus (COVID-19) in our healthcare centers at Willow Brook at Delaware Run. We continue to work with state and local officials to implement all policies to prevent the spread of the virus.

Our employees are screened as they enter and leave the building. We take their temperatures and ask them a series of questions to make sure they are healthy. All of our staff are wearing masks as they interact with residents.

Our activities team, Kelly Frentsos and Darlene Stover, are keeping our residents entertained with activities, while ensuring that everyone maintains a six-foot distance. Kelly held a neighborhood tea party, and she and Darlene also are collecting photos from family members, then turning them into "Fam O' Grams" that they deliver to residents. The response has been so great that Kelly is asking for only one picture per email. Her email address is [kfrentsos@willow-brook.org](mailto:kfrentsos@willow-brook.org).

Kelly and Darlene also are organizing Friday parades; stay tuned for details.

Our servers bring meals to our residents directly to their rooms. Those who need assistance eating or encouragement during meal time come to our activity areas, where our PCA staff members provide this care.

As you know, we are not permitting visitors to our facilities except for end-of-life situations. You can, however, stand outside your loved one's window if they are on a first level. As you stand there waving, you can call them by phone to "visit."

The health and wellness of our residents and team members remain our top priority. We appreciate your support and understanding. If you have any questions, please feel free to call me at 740-201-3334 or email me at [hreed@willow-brook.org](mailto:hreed@willow-brook.org).