

March 12 2020

To: Willow Brook Christian Home Residents and Families

From: David Chappell, Executive Director

As the spread of the coronavirus (COVID-19) continues to increase in Ohio, I want to tell you how we are preparing for any potential impact at Willow Brook Christian Home.

Beginning, March 12<sup>th</sup>, Willow Brook Christian Home has implemented a change to our visitation policy. As of now, we are limiting and restricting visitation to our facility for the safety of all of our residents and staff. We ask that you not visit at this time until we receive further guidance from CMS, the CDC, the Ohio Department of Health, and Governor Dewine. We have set up a screening and information station at the front lobby of the nursing home between 9 a.m. and 5 p.m. to answer your questions and offer support. You can also call our main number at 614-885-3300 for further guidance or to speak with a nurse.

In addition, our activities staff are prepared to assist you with FaceTime calls or Skype so you can video chat with your loved one. We ask that you call Lora Detlor, Activities Director at 614-896-3455 to schedule a time. When calling to video chat, please use [wbchactivities@willow-brook.org](mailto:wbchactivities@willow-brook.org). All resident have a direct dial number in their room so you can call them directly without operator assistance. If you need help coordinating a standard phone call, please call 614-885-3300 and someone can assist your loved one with making or receiving a call.

We have no reported cases at Willow Brook Christian Home or at our other facilities in Delaware County, but we want to be ready. We have been receiving communications from the federal Center for Disease Control (CDC) as well as our state and local health departments. Under their guidance, we are requesting the following:

**Resident family members** are asked to not come into our facility, except for extreme circumstances, such as end-of-life situations, or when a visit is essential for the resident's emotional well-being. If a visit is absolutely necessary, visitation is to occur only in the resident's room or designated area only after being approved and screened between 9 a.m. and 5 p.m.. Our screening process will be restricting any entrance to anyone with a fever greater than 100 degrees, shortness of breath, continual coughing, or any respiratory illness. In addition, anyone who has been in contact in the last 14 days with someone with a confirmed diagnosis of COVID-19 or under investigation for COVID-19 will not be permitted in the facility. Anyone who has traveled to countries with sustained community transmission or residing in a community-based spread of COVID-19 will not be permitted in the facility.

**Cleaning procedures** are underway. Staff is sanitizing handrails, door levers, elevator buttons, and everything else we may touch. We are using a bleach solution as well as alcohol-based cleaners. We are told that both are effective on the virus. The best thing you can do is wash your hands frequently, using regular soap, for 20 seconds (sing the Happy Birthday Song twice). And

try not to touch surfaces that could be contaminated as little as possible. Don't shake hands. Keep distance between you and others as much as possible.

Our residents are considered among the most vulnerable for serious illness related to the coronavirus. Anything we do is with resident well-being in mind.

More communications will be coming from me or my leaders as we move through this. Please understand that federal and state authorities may continue to update their recommendations and our policies regarding visitation may change at any time. I thank you in advance for your understanding as we move forward. Please don't hesitate to call us if you have any questions.