

March 14 2020

To: Willow Brook Christian Home Residents and Families

From: David Chappell, Executive Director



I want to update all of our families on the most recent developments regarding the coronavirus (COVID-19) preparations in Ohio nursing homes and assisted living facilities. We have received an amended order from Amy Acton, Director of the Ohio Department of Health, to further restrict visitation in Ohio facilities dated March 13, 2020. I have included part of the order below:

1. Restrict access to all Homes only to those personnel who are absolutely necessary for the operation of the Homes. People who are “absolutely necessary for the operations of the Homes” include, but may not be limited to, home staff, contracted and emergency healthcare providers, contractors conducting critical on-site maintenance, and governmental representatives and regulators and their contractors. **No visitors of residents shall be admitted to any Home, except for end-of-life situations.**

We understand the challenges this brings to all of us. Please rest assured, we are committed to following our infection control practices, screening all who enter, and doing everything in our power to maintain the high quality of life for all our residents during this time. 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 doing a wonderful job keeping the spirits up and our residents happy. Life here is continuing as it should but with some minor inconveniences. We are doing our part by social distancing from the community but within our community we are living each day like every day. As mentioned in my previous memo, our activities staff are prepared to assist you with FaceTime calls or Skype so you can video chat with your loved one. We have had some of you already doing this and the residents are having fun with this new technology. We ask that you call Lora Detlor, Activities Director at 614-896-3455 to schedule a time. Generally she is available to talk with you during the week and sometimes on the weekend. When calling to video chat, please use wbcactivities@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.

As of today, there are no reported cases at Willow Brook Christian Home or at our other facilities in Delaware County. With all of your love and support, we will get through this challenging time. Thank you all in advance for all the kind words and prayers we have been receiving. Very much appreciated. Enjoy your weekend.

David Chappell