

March 15, 2020

To: Willow Brook Christian Home Residents and Families

From: David Chappell, Executive Director



I wanted to give you all just a quick update on some additional changes we will be implementing this week in our preparations to prevent COVID-19 exposure to our residents and staff here at the Home. In my previous email, I outlined the restrictions on visitation to only end-of-life situations. Governor DeWine confirmed that clergy would be included in those visitations and all visits would be done only after an approved screening on a case-by-case basis.

As some of you are aware, we have been given additional guidance from CMS regarding activities and dining that I want to share with you. Here is what the guidance says:

1. Cancel communal dining and all group activities, such as internal and external group activities.

My leadership team will be working this week to implement these changes to meet this requirement. While I understand this will be hard for everyone, we will do our best to make this as comfortable as possible. Our activities department will be taking a more individualized approach to providing entertainment to all of our residents. If you have something you would like to bring in for your loved one to read or a game to play or even just a letter of encouragement, I recommend you do that. Bring in a care package between 9 a.m. and 5 p.m. or have one mailed here. I remember as a kid being at church camp and getting all those letters and postcards from family and friends. It was so much fun and it really made my day. I know your Mom or Dad will be so glad to hear from you. Again, I wanted to mention that if you want to arrange a FaceTime call, please call Lora Detlor, Activities Director at 614-896-3455 to schedule a time. Generally, she is available to arrange this during the week M-F and sometimes on the weekend. When calling to video chat, please use wbcactivities@willow-brook.org. We will do our best to accommodate you during the normal business hours of 9 a.m. to 5 p.m.

In regards to dining, we will be implementing meal service to resident rooms this week. Monitoring and feeding will continue on an individualized basis and overseen by our culinary director and dietician. Modifications to our menu and meal alternatives may take place if necessary to meet the needs of our residents or our culinary department.

As of today, there are still no reported cases at Willow Brook Christian Home or at our other facilities in Delaware County. I can't thank all of you enough for the words of encouragement I have received this weekend from so many of you. It is inspiring to know that you have faith in us as we journey through these difficult times. Thank you all and be safe out there.

David Chappell