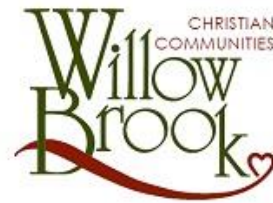


June 5, 2020

To: Assisted Living Families

Fr: Kelly Frentsos, Activity Director



We are excited to share that we are opening up opportunities for outdoor visits for assisted living residents.

As always, we are following the strict guidelines established by the Ohio Department of Health. ODH continues to state that virtual visits remain the safest and best practice for keeping our community safe. However, they have added a new policy for people wanting to have outdoor visits.

Please read our guidelines for outdoor visitation for assisted living residents. Memory care residents are not included in the first phase. Visitation will begin **Wednesday, June 10.**

- Visitors must make an appointment for their visit with activity staff at least 24 hours prior to intended visit. Contact Kelly at kfrentsos@willow-brook.org or Darlene at dstover@willow-brook.org or call the activity office at (740)201-5768; (740)201-5767.
- Visitation hours for the month of June are: Saturdays-10:30am-12pm; Sundays 10:30am-12pm; Wednesday-1pm--2:30pm and 5:30 pm-7pm; Thursdays 10:30am-12pm; and 1 pm-2:30pm.
- Visits will be limited to 40 minutes. Only one adult visitor may come at a time. You may schedule one visit per week to allow all residents to have a visit.
- Please come to our front lobby entrance to be screened for a fever and other symptoms. Visitors must wear a face mask/covering.
- All visitors who pass the screening will go back outside and drive to the west door, left of the Medical Offices entrance (Door D). There they will review safety procedures and wash their hands before and after entering the outdoor courtyard for their visit.
- Visitors will observe all safety rules: not touching their loved one, staying a safe (6 foot) distance away and not handing anything to residents. (If you bring an item for your loved one, please drop it off at the front desk when you do your screening).

VISITING OPTIONS FOR RESIDENTS AND FAMILIES



#1 Safest Visit:

Virtual visits are still the safest way to spend time with your loved one. We highly recommend this format.



#2 visit option; no masks necessary

Use our second floor balcony and park below. Mornings and evenings best to avoid traffic noise and afternoon heat. Call nurse station at least an hour prior to your arrival.



#3 visit option; no masks necessary

Use our AL entrance vestibule to visit with cell phones on speaker mode. Up to 10 persons may come. Call nurse station at least an hour prior to your arrival.



#4 visit option: designated unoccupied room available for visits; bring a chair; stay on the sidewalk, (10 feet from window.) Call nurses station at least an hour before your arrival.



5 visit option on the Café 100 patio. Full screening is required for this option only. All rules listed above observed; supervised yet private outdoor visit with no barriers but distance. You must reserve a time with the activity team. Please see days, times and contact info above.

EDUCATION ABOUT SAFETY PRECAUTIONS

What can I do to help prevent the spread of COVID-19 to my loved one and other residents while receiving visits in my Assisted Living Community?

1. Wear a face mask or face covering,
2. Wash your hands before you visit and sanitize your hands as you enter the visitation area, try not to touch your face.
3. Refrain from touching your family member(s) or friend while visiting. If you feel sick prior to having your family/friend visit, understand the importance of rescheduling your visitation time.

COVID-19, or coronavirus disease 2019, is respiratory disease. Symptoms, which generally appear two to 14 days after exposure, include cough or shortness of breath/difficulty breathing. These symptoms range from mild to severe; however, some people with COVID-19 have no symptoms which is why it so important to wear a mask while visitation is taking place.

COVID-19 is believed to spread mainly from person-to-person, between people who are in close contact (within about 6 feet) with one another and through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

Older adults may show very different signs and symptoms, such as lethargy, disorientation and general fatigue. Older adults, people with chronic health conditions, and people with compromised immune systems are more likely to become more severely ill which is why all recommendations should be followed during visitation with your loved one.

We know this time has been difficult for you, but you have done a wonderful job of helping us keep you safe, while abiding by the Governor's Orders. We appreciate the difficulty of not seeing your family and friends and share your excitement of being able to reunite, even in a limited manner. We ask that you continue to work with us as we diligently continue to keep your health our priority.