

March 30, 2020

To: Willow Brook Christian Village Residents and Families

From: Nicole Ketron, Executive Director

Greetings from the offices at Willow Brook! I wanted to provide another update on how things are progressing this week at The Village. We continue with visitor restrictions and the requirements as set forth by the Ohio Department of Health and other agencies in our efforts to defend against COVID-19.

As of today, there are no reported cases at Willow Brook Christian Village. The cases continue to increase rapidly in the community with today's confirmed cases up to 1,933 in Ohio. Due to this increase and our continued concern for our residents, you will see the staff wearing more protective gear. Please do not be alarmed. This is for your protection and theirs.

For those residing in Independent Living, you may already be aware that the Friday grocery trips are no longer available. We understand that many of you rely on the WB bus to get your groceries. We have got you covered! Our staff will make the trip to the store and pick up your items. Here are the details:

- Please utilize the GROCERY SHOPPING ORDER sheet for your order. This form is available for pick up at the resident counter.
- Please have the form with your cash in an envelope to the front desk by Wednesday.
- WB will deliver your items to your door on Thursday.
- There will be a \$10 fee added to your monthly invoice for this service.

The activity leaders continue to work hard to keep up residents' spirits. We have been going room to room in the healthcare area doing FaceTime calls with families. We played music in the hallway for everyone to enjoy from the doorway of their room. WB received a wonderful donation of a 60-inch smart TV on a cart so we are now showing movies in the hallway and passing out popcorn. The activity leaders have mobile activity carts and are bringing activities to our residents. We even had our yard carded with cute messages for the residents to see out their windows!

The nurses are closely monitoring residents and staff for respiratory illnesses. All staff are screened prior to entering the building and have been discouraged from traveling and to stay at home as much as possible after leaving work. Please don't hesitate to call us and ask questions or to call WB's COVID-19 hotline at 614-410-3780 for visitor updates. Thank you for all your support.

