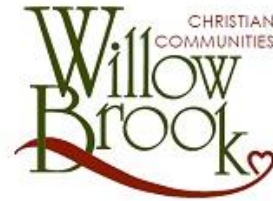


July 15, 2020

To: Memory Care Families

Fr: Darlene Stover, Kelly Frentsos & Heidi Reed,
Staff members at Willow Brook at Delaware Run



We wanted to go over the opportunities for visits of our memory care residents at Willow Brook at Delaware Run.

As you may know, we're able to offer outdoor visits starting the week of July 20. We will follow the strict guidelines established by the Ohio Department of Health. Guidelines are listed at the end of this memo.

Please know that ODH has stated that virtual visits remain the safest and best practice for keeping our community safe. We'll also continue to offer virtual visits and have i-Pads available. In addition, we are offering some window visits.

If you do want an **outdoor visit**, here's what you need to do:

- Visitors must schedule an appointment at Sign Up Genius. Please sign up for the Memory Care patio time (not assisted living). Go to: <https://www.signupgenius.com/go/10C044CAFA62AA46-assisted>
- Visits are limited to 40 minutes. Only one adult visitor at a time.
- Please come to our front lobby entrance to be screened for a fever and other symptoms. You must wear a face mask.
- Visitors who pass the screening will go outside and drive around back to the wooden brown privacy fence. You can park in the back lot and go to the fence gate, where our staff will let you into the patio. We'll have hand sanitizer available for your use.
- Visitors must observe all safety rules: not touching or hugging 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.
- Not all Memory Care residents may be good candidates for outdoor patio visits. If you have questions, please contact Darlene Stover at 740-201-5767 or email dstover@willow-brook.org.

VISITING OPTIONS FOR RESIDENTS AND FAMILIES



#1 Safest Visit Option:

Virtual visits are still the safest way to spend time with your loved one. We highly recommend this format. We have i-Pads available for your loved one.



#2 Visit Option:

Window visit with resident in Memory Care dining room and family member on Memory Care Patio.



#3 Visit Option

Resident and family member visit outside resident room.*

*Not all rooms apply



#4 Visit Option – Coming July 20, 2020

Resident and family member on Memory Care patio, six feet apart, in masks, no physical contact.

EDUCATION ABOUT SAFETY PRECAUTIONS

What can I do to help prevent the spread of COVID-19 to my loved one and other residents while visiting?

1. Wear a face mask or face covering,
2. Wash your hands before you visit or sanitize your hands as you enter the visitation area. Try not to touch your face.
3. Refrain from touching or hugging your loved one or friend while visiting. If you feel sick prior to having your visit, please reschedule.
4. Sit at a distance of six feet apart.

COVID-19, or the novel coronavirus, is a 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 is so important to wear a mask while visitation is taking place.

COVID-19 is believed to spread 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. That's why all of these recommendations should be followed when you visit your loved one.

We know this time has been difficult for you, but you have done a wonderful job of helping us keep everyone safe, while abiding by the Governor's Orders. We ask that you continue to work with us as we diligently continue to keep everyone's health our priority.