

March 11, 2020

To: Willow Brook Residents, Employees and Families

From: Larry Harris, CEO



As the spread of the coronavirus (COVID-19) continues and concerns increase, I want to tell you how we are preparing for any potential impact at Willow Brook.

First, here are coronavirus symptoms: a fever greater than 100 degrees, shortness of breath, continual coughing or trouble breathing. Visitors should not come to campus until symptom-free for 24-hours. Residents experiencing these symptoms should contact our Wellness Nurse, Carol Roden (ext. 2636).

We have no reported cases at Willow Brook or in Delaware or Franklin Counties, but we want to be ready. We have been receiving communications from the federal Center for Disease Control (CDC) as well as our state and local health departments. Under their guidance, we are requesting the following:

Employees who have traveled outside the United States, been on a cruise, had close contact with someone who recently traveled outside the United States, or visited an area where community-based spread of COVID-19 is occurring is to contact his/her department leader to receive instructions prior to returning to work.

Willow Brook by Day clients (at The Village) who have traveled outside the United States, been on a cruise, had close contact with someone who recently traveled outside the United States, or visited an area where community-based spread of COVID-19 is occurring is to notify Sally Gallant, director, to receive the facility protocol prior to returning to the Day program.

Independent residents are encouraged to not congregate and to limit outside visitors into their home or apartment. Refrain from using any of Willow Brook's common areas when meeting with visitors. Residents who have traveled outside the United States, been on a cruise, had close contact with someone who recently traveled outside the United States, or visited an area where community-based spread of COVID-19 is occurring should contact the Carol Roden, Wellness Nurse, (ext. 2636) to receive instructions prior to attending Willow Brook activities.

Resident family members (living off campus) are asked to not come into our main buildings, except for extreme circumstances, such as end-of-life situations, or when a visit is essential for the resident's emotional well-being. If a visit is absolutely necessary, visitation is to occur only in the resident's room or apartment. Please go straight to the resident's room or apartment and do not congregate in any common areas.

Cleaning procedures are underway. Staff is sanitizing handrails, door levers, elevator buttons, and everything else we may touch. We are using a bleach solution as well as alcohol-based cleaners. We are told that both are effective on the virus. The best thing you can do is wash your

hands frequently, using regular soap, for 20 seconds (sing the Happy Birthday Song twice). And try to touch surfaces that could be contaminated as little as possible. Don't shake hands. Keep distance between you and others as much as possible.

Our residents are considered among the most vulnerable for serious illness related to the coronavirus. Anything we do is with resident well-being in mind.

More communications will be coming from me or my leaders as we move through this.