

March 16, 2020

To: Willow Brook healthcare residents

From: Nicole Ketron, Executive Director



I want to update all of our residents on the most recent developments regarding the coronavirus (COVID-19) preparations in Ohio nursing homes and assisted living facilities. We have received an amended order from Amy Acton, Director of the Ohio Department of Health, to further restrict visitation in Ohio facilities dated March 13, 2020. I have included part of the order below:

1. Restrict access to all nursing home and assisted living to only those personnel who are absolutely necessary for the operation of the Homes. People who are “absolutely necessary for the operations of the Homes” include, but may not be limited to, home staff, contracted and emergency healthcare providers, contractors conducting critical on-site maintenance, and governmental representatives and regulators and their contractors. **No visitors of residents shall be admitted to any nursing home or assisted living, except for end-of-life situations.**

In addition to this order, we are receiving orders from the Governor and the local Delaware General Health District. These orders impact those residing in the main campus center due to licensure of the building. Therefore, please be advised of the following:

- Effective 3/16/20, the Courtyard Restaurant **dining room** is no longer open. Residents will be served meals in their suites. At this time, the restaurant is offering the full menu in addition to the daily specials.
- All group activities are suspended until further notice. The activity leaders are available to assist residents with making phone calls or to FaceTime/Skype with their family. Please reach out directly to Connie (Centrum), Stacey (Passages), or Adrienne (Cherith) to request this service. We have a limited number of iPads to share among the residents.
- For essential end-of-life visits, please enter through door B (located at the circle drive) open 9a-5p daily. Everyone who enters will be screened.
- All door fobs assigned to visitors, such as your family members, have been disabled.

As of today, there are no reported cases at any of the Willow Brook Christian locations. With all of your love and support, we will get through this challenging time. Thank you all in advance for all the kind words and prayers we have been receiving. Very much appreciated.

Stay up to date by checking Willow Brook’s website or by calling our COVID-19 hotline 614-410-3780.