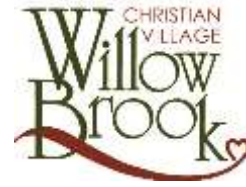


March 16, 2020

To: Willow Brook Christian Village Residents & Families

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 Homes only to 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. You may order delivery for lunch and dinner by calling the reservation line 740-368-4550 or ext. 2594. At this time, the restaurant is offering the full menu in addition to the daily specials, and the delivery fees are waived for residents.
- All group activities held in the main campus center are suspended until further notice. This includes all resident-led activities.
- If you live in a Twin-Single home or Garden Homes apartment, please do not visit the main campus center. For now, your fob will not give you access. The only available entrance is door B (located at the circle drive) open 9a-5p daily. Everyone who enters will be screened.
- The Willow by Day program will be closed starting 3/17/20 until 4/6/20.
- First Commonwealth Bank located in the lobby is closed through 4/3/20.
- The Willow Brook Fitness Center is closed.
- All fobs assigned to visitors, such as your family members, have been disabled.
- Please do not host guests or family in your residence, particularly if you reside in the main building.

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