

March 19, 2020

To: Willow Brook Christian Home Residents and Families



From: David Chappell, Executive Director

I wanted to update everyone on how things are progressing this week at The Home. We've implemented all recommended changes as required by the Ohio Department of Health and other agencies in our preparations for COVID-19.

While many of these changes seem uncomfortable and inconvenient, I believe they are necessary as we wade through these uncharted waters. The most challenging this week was canceling all group activities and communal dining.

For meal service, we have gone to a tray service to resident rooms with just a few exceptions based on care needs. Initially, we started out with offering our daily special at each meal. We will be working this week to offer meal choice alternatives as we refine our delivery system.

For those who need assistance with meals, STNAs will continue to provide that care one-on-one. For activities, we have been going room to room doing FaceTime calls with families and dropping off books and activity materials. We even had a Leprechaun visit on St. Patrick's Day.

Lora Detlor, our activities director, is researching if she can do Bingo down the hallways. Keeping everyone's spirits up is our top priority. Lora will continue to look for ways to engage and entertain your loved one during this challenging time.

The next few weeks will be critical for all of us in Ohio. It is imperative that we all do our part to protect each other from COVID-19. All who are approved to enter are screened at the door. Only those who pass the screen are permitted entry.

At this time, no visitors are permitted except for end-of-life circumstances on a case-by-case basis. We will continue to assist you from 9 a.m.-5 p.m in the main entrance vestibule to answer any questions you may have.

In regards to mail, at this point we are recommending that you email your letters to your loved one. You can send your emails to Lora Detlor, ldetlor@willow-brook.org. She can print and deliver them. We will continue to deliver regular mail, but it may be delivered later in the day. The CDC is stating this virus can live on some surfaces for up to 3 days so we want to be extra careful when receiving letters or packages in the building.

Prior to coming to The Home, please be sure you have followed universal precautions. Wash your hands, use hand sanitizer and disinfect surfaces in your car. If you are sick, please don't drop off anything. We can't afford to have any of our staff or residents get exposed to this virus.

As of today, there are no reported cases at Willow Brook Christian Home or at our other facilities in Delaware County. The predictions are that it will be impacting Central Ohio on a large scale very soon.

We are closely monitoring residents and staff for respiratory illnesses. Staff have been discouraged from traveling out of state and to stay at home as much as possible after leaving work. As things develop, I will send you updates. Please don't hesitate to call us and ask questions. Thank you for all your love and support