



11/18/20

Dear Residents, Families and Friends:

Jefferson Bethke said "Thankfulness is the quickest path to joy." I have to agree and I want to extend my gratitude and appreciation for your support and understanding this year. It is hard to believe that we have been navigating this pandemic for nearly a year. Oh, how naïve we were back in March when we thought we would be shutting our doors for a mere 14 days to "flatten the curve." In spite of all that we have been through, we have so much to be thankful for. Our staff have been fierce advocates for your loved ones, and even when faced with exceptional challenges our team rose to the occasion. We are thankful for our vendors who have supported us from afar and assisted us with securing resources for Personal Protective Equipment, cleaning supplies, chemicals and more. We are thankful for our community who continually raises us up, delivering goodies and good cheer for staff and blankets, cards and treats for our residents. We are thankful for you, our residents, families and friends. You have tolerated our policy changes, embraced our new rules, and kept us in your thoughts and prayers. You are the reason we love being part of the Welcome Team. These are the things that bring us Joy.

We have been awaiting guidance from the Ohio Department of Health and Governor's office in order to best design our Thanksgiving Day and holiday plans. Unfortunately, we have not received anything from either office which is a mixed blessing. We are going to provide limited indoor visits on Thanksgiving Day, and offer video chat and window visits throughout the day. We ask that if you want to schedule an indoor visit (very limited appointment slots available), video chat or window visit on the day of Thanksgiving please call in advance and schedule it through the Activities Department. We will resume our normal Indoor Visitation schedule on Friday. As always, inside visitation must be scheduled in advance through the Social Service or Activities Departments as time slots allow. Our inside visits have been going extremely well. I am thankful for our families who have embraced the regulations and complied with the rules. As nervous as we were initiating indoor visits, we are very pleased at their success. There are certain instances where we may be forced to cancel indoor visitation. If we enter outbreak testing due to a positive resident or employee, or if Lorain County's Federal Positivity rate exceeds 10%. We are at 7.8% as of today's released data which looks back during the timeframe of 10/29/20-11/11/20.

I have attached to this email a letter from our hospital partners in regards what each of us can do in response to the rising COVID-19 numbers. As we have emphasized to our staff, we are responsible for one another. What we do in our personal lives impacts the lives of our neighbors, and in particular, our nursing home residents. We encourage all of you to follow the guidance offered in this neighborhood letter.

As we reflect this year on what we are Thankful for, it is evident that we often took for granted the little things, like spending time with our friends and families. We continue to pray and strive for health of body, mind and spirit as our underlying mission. As we enter this season of thankful reflection please recognize how blessed we feel to have such amazing residents and families to serve.

Thankfully and Joyfully Yours,

Heidi J. W. Freas

Director of Quality Assurance