



June 11, 2020

Dear Residents and Families,

It was nice to hear your voices this week as we made phone calls for the most recent COVID-19 updates. Our team was overwhelmed with pride as we shared your gratitude and words of support and encouragement. As you can see by watching the news, listening to the governor, or reading the newspaper we are far from the end of dealing with the daily interruptions COVID-19 has presented. I hope our call team was able to answer some of your questions, and since we had several conversations regarding outside visitation, I will make sure to address that in today's update.

First, and foremost on everyone's mind, we are still COVID-Free. After testing 25 of our employees for contact tracing related to a discharged resident who days later tested Positive, we had ZERO employees test positive for COVID-19.

In regards to visitation, nursing homes are NOT authorized to allow outside visitation. We will NOT be having outside visits any time soon. They have allowed Assisted Livings to implement restricted outside visits, but nursing homes were not included in this guidance. Nursing Homes across the State of Ohio are currently going through Mandated Infection Control Surveys and Mass Employee Testing. The goal for completion of both mandates is July 31. I would be surprised if we would be receiving guidance on re-opening any time prior to August 1. This is just my educated guess, but that is all I have at this time to be able to share. In the meantime, we will continue to accommodate window visits, phone calls and video chats. We do ask that during your window visits you maintain social distancing with anyone you may come into contact with on the facility grounds and you wear a mask.

I cannot tell you how much you appreciate the trust you place in our team, an honor we do not take this lightly. As always, I will upload a copy of this letter to our COVID-19 Updates link on our webpage:

[www.welcomenursinghome.com](http://www.welcomenursinghome.com).

Stay Well,

Heidi J. W. Freas MS OTR/L

Vice President