



March 13, 2010

Welcome Nursing Home was aggressive and efficient with initiating measures to reduce the risk of our resident's potential exposure to COVID-19. We were on the front end of implementing procedures to reduce community risk of spreading the virus. Our team has diligently reviewed the quickly changing guidance from the CDC, CMS, ODH and LCHD. We continue to work with our local health care partners to ensure our Emergency Operations Plan remains relevant and viable. You can be confident that our staff education continues as this situation evolves. At this time, our Restricted Visitation Policy remains in effect with no modifications or changes.

We understand this is a strange and stressful time for us all. Our team is dedicated to providing care and services to your loved ones to ensure the impact on them remains low. Our activities department is working tirelessly to provide a variety of small group and individual activities to maintain the psychosocial wellbeing of our residents. If you would like to schedule a phone call or Video chat with your loved one feel free to call and set up a time through our Activities Department. We will be scheduling Window Visits in the coming warm days where you can see your loved one's face for yourself.

We want you to stay safe during this tenuous time. Hand hygiene, social distancing, not touching your face, covering your cough, and staying home when you are feeling ill are interventions proving effective in the slowing of the virus. If you have questions regarding COVID-19 you can reference the new ODH website www.coronavirus.ohio.gov, or call with general questions 1-833-4 ASK ODH. We appreciate the support and understanding we have been afforded by our families and employees.

Sincerely,

Heidi J. W. Freas MS OTR/L