



March 29, 2020

I hope this letter finds you healthy and well. The first week completing Telemedicine Visits went extremely well. There is a little learning curve on the types of technology each provider is using, but overall, both the practitioners and the residents felt things went smoothly. This has made a significant impact in allowing us to provide necessary services without compromising our policy to limit the number of individuals entering our building. The efforts and sacrifices Ohioans across the state are making are having a positive impact on the overall spread of COVID-19. Our Governor and his Administration have led our citizens in making difficult, and somewhat unpopular, choices to protect our residents and our great State. If you compare Ohio's cases to State's whose first COVID-19 cases were on the same day, our "curve" is much lower and we have all of you to thank.

To update you on what has been going on inside our walls at Welcome! To best prepare our team and protect our residents we have altered our admission process and we have created a section of the building for new or returning residents. Residents coming to, or returning from the hospital have been isolated to their rooms for 14 days. We have minimized the number of employees interacting and providing care to these residents. We recognize room moves are not ideal and we are doing what we can to minimize the need. However, there are times when they become necessary to provide the safest environment for your loved one. Our team uses thoughtful consideration when considering room moves, and we will notify you as soon as we are able if this becomes necessary.

If you have Video Chatted or had a recent Window visit you will notice our staff are all wearing homemade cloth masks. First, I want to assure you that we do have medical personal protective equipment (PPE) on hand. However, like many Health Care Facilities, we are not getting our regular PPE delivered so we are following FDA and CDC guidelines on PPE Conservation Methods. Our amazing community members have used their home isolation time to make homemade masks for our team. These are used any time staff come within 6 feet of each other or a resident. As we learn about the nature of this virus, we recognize staff could be asymptomatic carriers of the infection. These masks allow us to better protect our residents without eliminating our PPE supply that we are preserving for instances when we need to implement necessary contact precautions.

For those of you not tracking the "storm" quite as closely we are, the "Eye of the Storm" is still coming. The surge for Ohio hospitals and nursing homes is close on the horizon. We are working closely with the local hospitals, health departments and our trade association to ensure we are aligning our policies and practices to position ourselves to protect the residents we serve. Rest assured we will keep you informed as best as we are able. In the meantime, stay home, wash your hands and don't touch your face. These simple things Make a Difference!

Stay Well,

Heidi J. W. Freas MS OTR/L