



April 9, 2020

Dear Families,

I hope this letter finds you well. It is difficult to believe that we have been apart for a month now. In some ways, it has gone quickly and in so many other ways it feels like it has been a lifetime. The intent of this letter is to inform you of changes, modifications and updates as related to the COVID-19 pandemic. Welcome has had zero resident or staff confirmed cases of COVID-19. We have had the capacity to test for two weeks receiving results in under 3 days which is much quicker than some local hospital tests that have taken up to 10-14 days. We are following the guidance of Ohio Department of Health and our medical team on testing individuals who demonstrate 2 or more of the primary COVID-19 symptoms: fever, shortness of breath, and cough.

Visitation to the facility continues to be restricted at this time. Authorized in person visits may only be arranged at end of life when death is imminent. We do not expect these restrictions to be lifted any time soon. The Governor's Stay at Home order was extended through May 1<sup>st</sup> and by all indications he may extend the date further beyond. We are allowing deliveries for our residents and at this time we do not anticipate that to change. We know that Easter and Mother's Day are sacred times with our families and it is difficult to be apart, so cards, flowers and other special treats are welcomed to strengthen those family connections.

We continue to wear the cloth masks, and have asked that residents who can tolerate them wear them when they are out of their rooms as well. I want to personally thank our community members who have donated homemade masks for our facility, many of them are from your families or friends and we are sincerely grateful. We are doing our part to minimize interactions and maintain social distancing while balancing the psychosocial well-being of our residents. It is often a delicate and difficult balancing act to achieve. We have also closed several of our Fire Doors to discourage wandering throughout the building and to remind our staff to be mindful of all interactions. Our team has been creative and tolerant of the changing policies and practices we are putting in to place to best protect our residents and I am very proud of them. We want to assure you that our team has been dedicated to their schedules and providing care and services to your loved ones.

Wishing you all health and happiness in the days to come. These are trying times, but together, we will be stronger on the other side. If you have questions or concerns please feel free to reach out.

Sincerely,

Heidi J. W. Freas MS OTR/L