



June 18, 2020

Dear Residents and Families,

It has been a busy week at Welcome for our team and many of our residents. We had our Ohio Department of Health Infection Control Survey on Monday and Tuesday. Several staff members and residents were interviewed over the phone or in person during the facility tour. We submitted many of our infection control and COVID-19 policies and procedures for the surveyor to review. I am proud to report that we were Deficiency Free, and the surveyor was very complimentary of our team, processes, and our aggressive measures to mitigate the risk of infection in our facility.

Although there have been no updates on Visitation Policy changes, we have modified several of our internal procedures based on recent guidance updates from CDC and CMS. New guidance has changed the way we observe residents returning from outside physician visits, emergency room visits and dialysis appointments. We no longer are required to isolate residents on our Avenue Q observation unit unless they are coming as a new or re-admission from the hospital, community or other healthcare facility. We still plan to utilize telemedicine visits as often as we are able. However, this new guidance certainly will help reduce the number of required room moves and increased isolation/observation for our long term residents. This is good news for overall facility logistics, and for our residents who rely on their consistent staff members to know their routines and expectations.

We are still awaiting our Staff Testing Date and time from the Ohio National Guard, but I am confident that we will soar through that process without a hitch. I am sure you have watched on the news that states with aggressive reopening plans have noted spikes in their COVID-19 cases. We continue to education our staff on the importance of practicing good infection control measures both in the facility and out in the community.

Next week we will be celebrating National STNA week as we recognize the dedication and hard work of our front-line employees. They are truly the backbone of our facility and they deserve to be celebrated!

Thank you for your continued faith in our team. It is an honor to serve you and your loved ones. We are still COVID-Free and Welcome Strong!

Stay well,

Heidi J. W. Freas MS OTR/L

Vice President