



Dear Resident and Families:

As you know, our whole world is dealing with an unprecedented crisis related to the highly contagious novel coronavirus (COVID-19). We are all pulling together to try to “flatten the curve” so that we can make sure that there are sufficient resources to protect those who are most vulnerable. In order for us all to be able to make informed decisions about what is best for ourselves and our families, we believe that it is important that people know where COVID-19 has manifested.

We have experienced a positive COVID-19 test as part of our mandatory staff testing requirement. Following our National Guard testing there were a few employees who were unavailable and required follow testing. Unfortunately, despite our efforts, we have had a staff member test asymptomatic positive for COVID-19. While this is not completely unexpected, it still saddens us, and our hearts go out to those affected. Fortunately, this individual is completely asymptomatic, and as part of our conservative mitigation efforts was wearing an N95 mask while on duty. We have notified our local and state departments of health and will continue to work with them to complete thorough contact tracing and to monitor any additional concerns.

We are taking steps to reduce the spread of infection.

Given the high risk to the population that we serve, we have adopted a number of measures designed to protect our residents and staff. These include a no visitor policy, enhanced health screening of residents and staff, the use of appropriate Personal Protective Equipment, isolating residents with symptoms or who were coming into the facility from an outside setting, sending staff with symptoms home to quarantine, implementing telehealth medicine options to minimize the number of health care professionals required to enter the building and other measures informed by guidance from federal agencies, such as the Centers for Disease Control (CDC) (see full list of mitigation efforts on our website at www.welcomenursinghome.com under the COVID-19 Updates tab).

We will not be sharing specific details publicly about positive tests. Rest assured, if we need to contact a family member with updates about a specific resident, we will reach out directly. But, also, please note that out of respect to those affected and their families and, in accordance with privacy laws, we will not be sharing any details regarding our positive cases publicly.

Contact us with questions. We know that this crisis is particularly challenging for you. We empathize with your feelings of separation and vulnerability, and we want to thank you for your ongoing support and trust. If you have any questions about COVID-19 or the steps that we are taking to protect our residents, please contact Heidi Freas at 440-775-1491 or hfreas@welcomenursinghome.com.

Sincerely,

Heidi J. W. Freas MS OTR/L

Director of Quality Improvement

cc: Ohio Department of Health, Bureau of Survey and Certification, 246 North High Street, Columbus Ohio 43215