



May 21, 2020

Dear Residents and Families,

First and foremost, on everyone's minds, is whether or not we have any COVID positive staff or residents. As of today, we are still COVID free. We are very proud of this and our team continues to work diligently to modify and adjust our policies and procedures to provide the highest level of infection control while maintaining the difficult balance of quality of life and psychosocial well-being. As a reminder, we will call you if this changes as well as modify the numbers listed in the COVID-19 Updates link on our website (www.welcomenursinghome.com).

We had a fun filled week with treats and surprises to celebrate National Nursing Home Week. We appreciate all of your help, support and patience in staying connected to our residents and staff. We know as the weather starts to improve our residents will be able to enjoy the outdoors more which brings about the hope of outside visitation. We are currently working on a process to support family connections without compromising the health and safety of our residents. We are not sure exactly what this will look like and we anticipate that the Ohio Department of Health will way in and provide us additional guidance.

The state's reopening will undoubtedly have an impact on the Long-Term Care industry. You may have seen the article in the local papers about Ohio deploying the National Guard into nursing homes to assist with Universal testing for all staff and residents. As of today, we have received no notification of this actually happening. If in the future, there is a mandate to complete Universal testing we will sure to notify you promptly. Currently, we have the capability to do some testing with one of our partner labs, and our close partnership with Lorain County Health Department promises to provide increased testing kits as necessary. Residents who are scheduled for procedures out of the building are required to have a negative test result prior to the procedure. We have worked with our local hospital partners and our own lab to accomplish this when required. We are reserving other tests for residents who may begin to show signs and symptoms.

For now, we will continue to have our plan of care meetings virtually, using whichever form of phone or video chat you prefer. Please do not wait for your care conference to have your questions answered. We are here to inform and support you during these challenging times. Feel free to reach out to me personally via email at hfreas@welcomenursinghome.com or phone 440-213-1199, or call the facility at any time to speak with your loved one or their nursing team.

Stay well and thank you for your unwavering support and ongoing trust in caring for your loved ones.

Sincerely,

Heidi J. W. Freas MS OTR/L