



3/25/20

Dear Friends and Families,

As the days go on and more guidelines and restrictions are handed down from our Governor, CMS, CDC, and ODH it can be easy to focus on the **challenges** that lie ahead. We have decided to focus on the positive and inspirational situations that have touched our lives. *“The Pessimist Sees Difficulty in every Opportunity. The Optimist sees Opportunity in every Difficulty”*. I am so proud to say that our team, residents and you families have seen the opportunity in the face of this adversity. Like Dr. Acton has said, we are not afraid, we are determined and we are focusing on being prepared.

It has been amazing how creative you all have been, visiting at windows, sending cards, flowers, and learning how to video chat! Just to update you, we continue to do a variety of in-room activities. We are using our in-house Channel 2 for updating residents, showing movies, and playing calming music. This week is our Resident Council Meeting week and Tammy is creating a survey to get resident input while avoiding group interactions. Their opinions, needs and suggestions are important and will help guide our efforts in the weeks to come.

You should have received information on Telehealth visits. Connie Haswell and the Social Service Team will be requesting that you sign a Consent for Telehealth Visits. I will attach a copy of the Consent Form to this email that you can sign and return. As the week has evolved, our Psychiatrist, Psychology and our Primary Care teams are all utilizing Telehealth visits to limit the number of health care providers entering our building. I strongly believe that through this crisis some wonderful unintended positive practices will evolve. I believe strongly that Telehealth interventions are an underutilized tool in the American Healthcare Model and I find it promising that Legislators are authorizing this method of communication and assessment.

Do not be alarmed if you visit or FaceTime and see that our staff are wearing surgical style masks. Community members have been wanting to help in any way. Those with sewing talents have provided our team with cloth surgical style face masks. They are going to be used as a preventative measure. Due to the nature of this virus, it is known that a healthy individual without comorbidities could be infected with the virus and be completely asymptomatic. Therefore, out of an abundance of caution, our team will be wearing masks when they interact within 6 foot of a resident. I want to assure you that we are not authorizing employees to work while symptomatic. We continue to do our aggressive screening for both employees and residents.



