



Dear Residents and Families,

It is hard to believe we are in Mid-April dealing with snowfall and a worldwide pandemic. As promised, we wanted to give you an update on where we stand here at Welcome and assure you that we are transparent in the information we will share. We have no staff or residents with symptoms of COVID-19 or who have tested positive for the virus. As you may be aware Governor DeWine signed an executive order mandating facilities to notify residents and families of any positive result within 24 hours. This makes it seem as though we would have not disclosed this information without direction, that is not the case. Your trust and support is invaluable to us, please know we will continue to remain honest and transparent throughout this process and we will maintain HIPAA protected information. You will receive a phone call and follow up letter in the event that we have a positive or probable staff or resident diagnosis. As our normal process, you will receive notification if there is a physician order to test your loved one and you will also receive notification of the test results.

Our internal facility plans continue to evolve as we receive additional guidance based on lessons learned in the field. Our ultimate goal with these interventions and restrictions implemented is to provide the highest level of protection to our residents and our staff. This week things here were pretty status quo, but looking ahead we have additional interventions that we will be initiating. These interventions are designed to limit unnecessary staff crossover as we do our best to mitigate this virus. Starting next week, our activities staff will be assigned to a specific unit under the Direction of Olivia Presti. Our nursing team will be supportive and assisting in providing additional activities to our residents on their sections. We will be shutting additional fire doors throughout the facility to discourage movement and crossing sections. We will be closing all satellite dining locations, most residents have been eating in their rooms, starting next week all residents will be eating in their rooms. Weeks ago, we restricted the smoking room to 2 smokers at a time in order to respect social distancing, starting next week only one person will be in the smoking room at a time.

Many of the decisions made have been difficult, but they are made with the utmost reflection and thoughtful consideration. The most challenging decisions have been related to the many required room moves made in order to cohort individuals and allow us the opportunity to have a 14-day quarantine unit. We understand the stress these moves have caused our residents, and we have done our best to minimize the number of residents impacted. We greatly appreciate your support as we have navigated these situations. We want you to be informed and aware of the changes as they occur. We are all pulling together to try and “flatten the curve” so we can make sure there are sufficient resources to protect those who are most vulnerable. As Governor DeWine and his team make decisions to “open up” Ohio we know this offers hope to our staff and residents. We want you to know that we feel strongly that long term care facilities, and Welcome Nursing Home in particular will be at the tail end of lifting these restrictions. In order to best protect our frail population, we believe this will be our new normal for quite some time to come.

As always, if you have questions or concerns, please do not hesitate to reach out.

Stay Well,

Heidi Freas
Director of Quality Assurance