



To Our Residents & Family Members:

March 11, 2020

Due to Ohio Department of Health guidelines we are requesting we have no visitors, except for continuous care hospice and absolutely no children 13 and under are allowed in the building.

We are putting extraordinary protocols in place to ensure we were doing everything possible to protect our residents and staff from infection.

For those who meet the protocols, you will be required to present a photo ID and sign in by providing your name, address and phone numbers. If you answer yes to any of the posted questions, you will not be allowed to enter the facility. If any of the criteria are met to warrant a visit, we ask that you limit movement in the facility – specifically – go directly to resident's room and maintain social distances (stay 6 ft away from others). Families will not be able to accompany residents to activities, dining rooms, etc., to reduce the risk to other residents. Social Services and Activities staff are happy to assist with phone calls etc. so you can stay in touch with your loved one. Residents love getting mail - consider sending cards. All entry will be through the Garden Level rear entrance, there will be no admittance through the front 1<sup>st</sup> floor door until the order is lifted.

If your current cell phone number is not enrolled with our Emergency Communication Platform (group text), we strongly advise that you text **BWH** to 1-760-670-3130. If you are uncertain about the status of your enrollment, we recommend that you re-enroll. This platform will be used to communicate information to lots of people quickly if needed.

Older adults and individuals with heart disease, lung disease and diabetes are at high risk of becoming very ill with COVID-19. The CDC is recommending that high risk individuals avoid going out into the community.

If there are COVID -19 cases in Hamilton County or additional recommendations from the Health Department or Governor, additional restrictions may be added.

We will be notifying resident representatives of cancellations and updates via group text. If you are not enrolled in the group text, please let us know the best way to reach you.

**We request that you do not visit the facility if...**

1. If you have any symptoms of respiratory illness. Those symptoms include *cough, fever, sore throat, runny nose, and/or shortness of breath.*
2. If you have traveled internationally within the last 14 days to countries with sustained community transmission.
3. If you had contact with someone or you yourself have a confirmed diagnosis of COVID-19 or are under investigation for COVID-19.
4. If you reside in a community where community-based spread of COVID-19 is occurring.
5. In the last 14 days, if you have taken any recent trips on a cruise ship or participated in other settings where crowds are confined to a common location.

Please share this information with family and friends who visit ASAP.

Sincerely,  
Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator



To: Our Residents & Family Members

March 13, 2020

**Please read this notice in its entirety.**

- Due to order from The Ohio Department of Health we are **not permitting any visitors, except those receiving continuous care hospice.** For those with family members receiving continuous care hospice, no children 13 and under are permitted in the building under any circumstances.
  - For those with family members receiving continuous care hospice, the following criteria must be met before entrance to the facility will be granted:
    - Answering “no” to all screener questions administered at the Garden Level Entrance
    - Presenting federal/state ID as proof of identity
    - Providing name, address and phone number into the log book
    - Having a temporal scanning temperature reading under 100.4 F
  - For the limited number of individuals who will be permitted entrance into the facility, access within the facility will be significantly restricted to going directly to the resident's room and maintaining social distances (6 ft away from others) while in the hallways.
- We are working to identify a device that will be devoted to assisting with video communication with family during this time. We will communicate more information about this service as it becomes available.
- For those who do laundry for a Resident or want to drop off personal items, we will be placing carts on the garden level entrance between the doors where items can be dropped off and brought to the floors by staff. If you need to pick up dirty laundry, please call and we will arrange to drop off the laundry between the garden level entrance doors on a cart.
- All entry will be through the Garden Level entrance. There will be no admittance through the front 1<sup>st</sup> floor door as this entrance will be locked until further notice.
- We will be contacting Resident Physician's to determine if upcoming medical appointments are determined to be medically necessary. It will be up to a Resident's Specialty in the community to determine if an upcoming appointment can be delay or if it needs to be attended.
- If your current cell phone number is not enrolled with our Emergency Communication Platform (group text), we strongly advise that you text **BWH** to 1-760-670-3130. If you are uncertain about the status of your enrollment, we recommend that you re-enroll. This platform will be used to communicate information to lots of people quickly if needed.
- Food delivery will not be permitted until further notice.
- Please direct questions regarding this topic to [covid-19@beechwoodhome.com](mailto:covid-19@beechwoodhome.com). Members of the Emergency Preparedness committee will be monitoring this inbox and responding ASAP.

Please share this information with family and friends who visit ASAP.

Sincerely,  
Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

March 15, 2020

Afternoon Everyone,

- Per a recently published Center for Medicare and Medicaid Services directive, **group activities are canceled until further notice**. The Activities Department will be at the facility checking in on Residents and offering any assistance as needed. The Activities Department is also in the process of assessing what kind of programming they are able to provide under this new order.
- Due to current visitation order, **family participation in care conferences will be available by phone only**.

Please let us know if you have any questions.

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

March 18, 2020

Hello Everyone,

We are in the process of developing a system to assist with communication between Residents and family members during this difficult time. It would be helpful if you could provide the information below to help us determine what the Resident needs are and develop a schedule to assist with connecting everyone together. Once this data has been compiled, I will reach out to everyone to discuss arrangements.

Resident Name:

Your Name:

**Video chatting:**

1. Do you have an interest in video chatting with Resident?
2. Does the Resident own a device that has video chatting capability?
3. What is the brand name of the device owned by the Resident?
4. What is the brand name of the device you own?
5. Do you feel the Resident is able to participate in video chatting independently?
6. Does the Resident have an appropriate application already on their phone/laptop to facilitate video chatting?
7. Does the Resident need assistance downloading/setting up a video chatting application onto their device?
8. Are you flexible when it comes to day/time to have a video chat if you knew about it in advance?

**Phone conversation:**

1. Do you have an interest in phone chatting with Resident?
2. Does the Resident own a phone?
3. Do you feel the Resident is able to operate a phone independently?
4. Are you flexible when it comes to day/time to have a phone conversation if you knew about it in advance?

Thank you for your time!

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

March 23, 2020

Family/Friends,

After reviewing Governor DeWine's Stay At Home order issued on Sunday, we have concluded that dropping off personal items/laundry for a Resident falls under permitted *essential activities-care to others* and therefore will continue to be accepted. We ask that if you are experiencing any signs/symptoms of respiratory illness, that you refrain from dropping off items for delivery to a Resident. Friendly reminder that items dropped off for a Resident must be received Monday- Thursday, in a bag clearly marked with the Residents full name and room number. Any family member who launders clothing for a Resident needs to coordinate with Heather for this process. Speaking to any other staff member may result in an unsuccessful exchange.

Please let me know if you would like to schedule a phone call or video chat with a Resident. We are here to assist Residents and their loved ones connect during this difficult time.

I have transitioned our Emergency Communication Group to a different platform that is better suited to our needs.

If you were **already enrolled, no action is needed as the transition was automatic.**

If you are **enrolling for the first time, please text EZBWH to 484-848.**

If you have any questions, please email [covid-19@beechwoodhome.com](mailto:covid-19@beechwoodhome.com) or text 513-702-8301.

Thank you,

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

March 24, 2020

Every Resident received a vase of Spring yesterday for their room!

If you are wanting to lift a Resident's spirit during this difficult time you are welcome to send over/drop-off a care package which could include a card, personal care products or any non-perishable items you can think of.

If the care package is not assigned to a Resident upon receipt, we will pick the best Resident to receive your care package.

Thank you to all of the family and friends who have been so patient and understanding during this difficult time. We sincerely miss your presence at the facility and look forward to the day when life is back to normal for us all.

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

If you have any questions, please let us know.

