



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 1st 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