

April 6, 2020

Family/Friends,

#1: We are not permitted to allow any delivery drivers from restaurants or grocery stores to enter the facility. Delivery drivers who come to the facility with food will be asked to leave and take the intended delivery with them.

#2: We are pleased that our video communication campaign is popular with everyone. Please be aware that scheduled appointments need to be arranged with me. During these unprecedented times, please do not contact/request a Nurse or STNA to assist with this task as their focus needs to be on personal care. During first shift Monday- Friday, the Activity Department (Megan and Rob) follow the schedule I distribute every morning which is routinely updated. While Megan and Rob during open windows in the schedule will initiate spontaneous sessions with family/friends, they too should not be contacted to schedule a desired appointment. The purpose of this streamlining is to ensure that everyone is able to have a successful video chatting opportunity with a Resident. Family and friends can reach me by phone/text @ 513-702-8301 or through email HHefren@beechwoodhome.com or covid-19@beechwoodhome.com. One time appointments and routine appointments are available.

#3: Please encourage all family/friends connected with a Resident to enroll in our text based communication platform to ensure that as many people as possible are aware of updates as they occur. To enroll text EZBWH to 484-848.

As always if you have any questions/comments/concerns, please let us know.

Scot Harmon,
Administrator

Patricia A. Clark, DM
CEO, Administrator