

April 3, 2020

Family/Friends,

Wanted to give you an update before heading into the weekend. As I am sure you are all aware, the covid-19 pandemic is amplifying across America and during this time it may be harder than ever not to be able to spend time with your loved one. Our video conferencing campaign has been very popular and we encourage everyone to seek assistance connecting with a loved one if they are not able to do so independently.

On a positive note, there continues to be zero cases of covid-19 at the facility. All Residents are monitored for s/s of respiratory illness daily. All staff and vendors must pass a temperature screening before entering the facility every time they enter the doors. The benefit package our Emergency Preparedness/Leadership Team approved has resulted in strong staffing despite school and daycare closures. All staff providing direct care to Residents are wearing surgical masks in an attempt to prevent any asymptomatic transmission to Residents. Almost all medical appointments into the community have either been rescheduled or are converting to tele-medicine appointments. For the Physician's that are conducting tele-medicine appointments, our scheduler is assisting with coordinating and initiating these appointments as needed.

In the event that respiratory illnesses are detected at the facility, we are fully prepared to coordinate with all government agencies to ensure that best practices are followed to limit exposure to others. Additionally, the facility has lowered our census during this pandemic to 78 which ensures that every resident of the facility is now residing in a private room. Additionally the stable population the facility has results in few admissions each year which further protects our Residents.

Our team is contacting vendors and searching online stores daily to obtain PPE as it becomes available. A federally supplied shipment of medical equipment arrived in Ohio and we are in contact with the necessary organizations to obtain needed PPE.

Many Residents have received a care package from people in the community and it is obvious how much these deliveries mean to them. I feel I must stress though that your thoroughness of adhering to social distancing/stay-at-home orders to the fullest extent possible will continue to protect our Residents. If you are feeling sick or have been around someone who is feeling unwell, please delay dropping off any items at the facility as there is increased data indicating the ability of covid-19 to survive on surfaces such as plastic bags and cardboard. Everything and anything you do to reduce your risk of contracting covid-19, will in turn help protect all that reside here.

Keeping Cincy Close, a group of heartfelt community members, has begun sending daily greetings to our residents and staff. Patti has started reading them over the intercom as an additional way to let our Residents and Staff know that they are on the minds of many each and every day. The outpour of sewing hands has continued to keep us well stocked with "homemade" masks which are being given to our staff as secondary protection while at the facility and personal protection to keep in their cars while out in the community.

Please know that we are always here to answer any questions and discuss any concerns you may have during these unprecedented times.

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

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](mailto:HHefren@beechwoodhome.com) or [covid-19@beechwoodhome.com](mailto: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

April 13, 2020

Family and Friends,

#1: We continue to have no known cases of COVID-19 at the facility!

#2: Until further notice if a Resident leaves the facility for any reason, upon their return they will be on droplet/contact isolation precautions and quarantined to their room for 14 days. Those on droplet/contact isolation precautions have increased medical monitoring for signs/symptoms of respiratory illness, increased room cleaning in addition to a limited number of people/supplies entering the room.

#3: We accept care package drop offs Monday - Thursday. This time period ensures that we are able to deliver and open packages with a Resident if requested. Within the Garden Level entry doors there are two bins. Please place care packages in the bin marked "Clean Laundry/Care Package Drop-Off". Friendly reminder that items within care package cannot be temperature sensitive as the items may be in the bins for an extended period of time before delivery. We ask that family/friends refrain from sending flowers. Similar to food deliveries, flower delivery drivers are not permitted into the facility. Additionally the care package drop off carts are not intended for delicate items such as fresh flowers. Advanced notice of a care package drop off is not necessary unless you plan to drop off an item of large monetary value (such as an I-Pad). For these items, we will arrange expedited retrieval/delivery.

#4: When we initially rolled out the video conferencing campaign, we accommodated any platform a family member wanted to use. With experience, we have identified scheduling issues with platforms that require meeting IDs/passwords in addition to those that require contact information to be saved to a device prior to initiating a session. Due to this, going forward we will only accommodate FaceTime (Apple devices), Duo (Android/generic) and Skype (generic) as they are the simplest to initiate a session and enable us to complete more sessions with family/friends during the allotted windows.

#5: For those with scheduled video sessions, we will initiate the call when our staff member is with your loved one. From time to time, we may be a little late to initiate a session however I assure you we will do so as soon as possible. If we entirely miss initiating contact during your window, your loved one was likely unavailable during the scheduled appointment time (usually due to personal care needs). If this happens, we will try to arrange a later appointment however the schedule may not permit it. Many Residents are able to independently participate in a video session after setup and due to this staff will exit the room to accommodate a private conversation. From time to time, a video session loses connection and the session is dropped. Due to staff not being nearby for the entire session, we may not be able to reinitiate the call. If you have scheduled a video session with me, it has been identified as weekly unless otherwise requested. If your availability changes, we can work together to schedule one-time appointments are often as desired.

We thank you for your incredible compliance and understanding of the policies in place to keep everyone healthy!

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

Scot Harmon,  
Administrator

Patricia A. Clark, DM  
CEO, Administrator

April 14, 2020

Family and Friends,

We continue to realize that this is a serious unsettling time for all of us. Currently, The Beechwood Home has no known cases of COVID-19. Although, saying this we are aware of recent data indicating that there are 40 cases in Skilled Nursing Facilities within Hamilton County. Effective Tuesday, April 14<sup>th</sup>, we are implementing additional measures to be responsible to our staff and residents.

- The front-line staff will remain on one designated floor and will not float between the floors unless of an urgent situation.
- The residents will now be asked to remain on their designated floors and not move throughout the facility, if a resident needs assistance with their resident account they should feel free to contact the front desk.
- The restorative and Therapy staff will go to the residents floor for their sessions.
- All residents will be given a procedural/surgical FDA approved facemask to use as they deem appropriate.

These measures will allow us to continue to protect those who reside and work here. We look forward to the day when we can lift these restrictions and attempt to find some normalcy to our everyday operations.

As always, if you have any questions please contact [hhefren@beechwoodhome.com](mailto:hhefren@beechwoodhome.com) (Director of Social Services), Scot Harmon [sharmon@beechwoodhome.com](mailto:sharmon@beechwoodhome.com) (Administrator) and/or Patricia Clark [pclark@beechwoodhome.com](mailto:pclark@beechwoodhome.com) (CEO)

Scot Harmon,  
Administrator

Patricia A. Clark,  
DM, CEO, Administrator

April 17, 2020

Dear Family and Friends,

Our whole world is dealing with an unprecedented crisis related to the highly contagious novel coronavirus (COVID-19). We are all pulling together to try to “flatten the curve” so that we can make sure that there are sufficient resources to protect those who are most vulnerable. We remain to-date here at The Beechwood Home having no known cases of COVID-19. Leadership is responding to any new or changing protocols that are passed down from CDC and the ODH. We are continuing to engage with your loved ones within the limitations we are facing due to safety precautions. Megan and her staff continue to touch base with all the residents in multiple ways...most recently I heard the coffee cart was serving morning Mimosa's 😊.

Next weekend (Saturday & Sunday), we will begin serving the evening weekend meal as a “Box Dinner”, the box dinners will be filled with all the nutritional requirements and made appropriately for your loved one's diet. This change is based on changing the hours of the kitchen staff to 12 hour days while we are in the midst of the pandemic. Once all the restrictions are lifted, we will go back to regular served dinner.

“Keeping Cincy Close” continues to shower the Beechwood Home with letters, pictures, and cards from all over. Each morning we read one of these letters, but most recently a UC English professor named Buz, is sending us 7 letters a week and they are in sequence...like a story. Each letter tells a little about himself, his family and he adds humor based on being stuck at home with his wife, who he has been married to for 35 years.

Remember to keep The Beechwood Home in your thoughts and prayers as we will persevere through these unusual times.

As always if you have any questions/comments/concerns, please feel free to contact myself, Scot Harmon (Administrator) and/or Patricia Clark (CEO).



Sincerely,  
Patti Clark, CEO  
Scot Harmon, Administrator

**Update: April 24, 2020**

Dear Residents/Family/Friends,

#1- We continue to have no known cases of Covid-19 at the facility! We want to thank everyone once again for their understanding of the policies in place to help keep everyone healthy.

#2- Effective Monday 4/20/20, facility and contracted staff who can provide services only at The Beechwood Home are permitted to enter the facility until further notice. Anyone who was unable to meet this criteria is either temporarily not providing services at the facility or is conducting services through tele-medicine appointments. As the number of Covid-19 cases increased in Hamilton County Long Term Care facilities, this was the next step in infection control measures to minimize the spread within the healthcare industry.

#3- Happy Root Beer Float Day at The Beechwood Home. Thank you to everyone who provides support to the facility and helps make these moments possible.

As always if you have any questions/comments/concerns, please feel free to contact myself, Scot Harmon (Administrator) and/or Patricia Clark (CEO).



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Social Services/Admission Coordinator  
Director of Social Services

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