



Address
1151 College Avenue
Columbus, Ohio
43209

Phone
614-231-4900
Fax
614-231-1974

Email
info@whv.org
Web
whv.org

May 28, 2020

Dear Valued Residents and Family Members,

We want to inform you that Heritage House at Wexner Heritage Village has two confirmed cases of COVID-19 in our resident and staff family. To that end, we want to keep you informed with important updates and provide clear channels to communicate with you during this critical time. **Please keep this letter with important contact information for future reference.**

The safety and wellbeing of our residents is our top priority. We have prepared for this situation and have a system in place to continue to provide the highest level of care and safety while doing everything we can to limit the spread of COVID-19 on campus. We are staying in very close communication with local and state health officials and are taking appropriate steps based on guidance from the Centers for Disease Control and Prevention (CDC) and the Center for Medicare and Medicaid Services (CMS) to reduce the spread and impact of COVID-19, such as:

- Isolation and/or quarantine of anyone with symptoms or potential contact
- Freezing staffing patterns to minimize spread
- Screening residents, staff, and essential personnel three times daily, including monitoring for expanded list of symptoms
- Continued restriction of visitation and entry of people to the building
- Testing staff and residents for COVID-19 based on current protocols and test availability, following guidance from Columbus Public Health and Ohio Department of Health
- Postponing communal activities and dining

Due to government privacy requirements, we cannot divulge specific information about the individuals who have confirmed or suspected COVID-19, unless they are your family member and you have the necessary permissions to receive such information. **Please know that if you or your family member has been directly impacted by the virus, you will be personally contacted by our clinical leadership.**

We know you are concerned about your loved one and understand that connecting with family members is incredibly important, however, the need for visitation restriction is crucial to reduce the spread of this virus to others. **Family members and friends are encouraged to connect with their loved ones through video chat, calling, texting, and social media.** To assist with this, we have provided additional tablets and set up a new intercom system in the courtyard to enhance outdoor/indoor visitation system. **Please call the front desk to schedule your safe family visit, at 614-231-4900.**

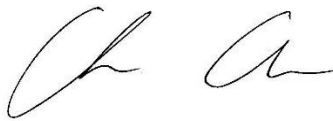
This is a difficult time for everyone. We continue to update our protocols as guidance from local and state health departments continues to evolve. We will continue to provide you with campus updates in the most efficient ways possible.

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Going forward, if WHV has a newly confirmed case of COVID-19, we will post that on our website by 5:00pm the following day. You can access the COVID-19 web page at whv.org//COVID-19-Safety. Updates are on the right-side column by date added. If you wish to speak to someone directly about your coronavirus concerns, we have set up a phone line to take your questions. Please call **614-255-7269** and leave a message. Someone from our leadership team will call you back. You may also email Leslie Fulford, Director of Community Outreach at lfulford@whv.org.

We are grateful for the privilege to serve you and your loved ones and value your trust in us. Please know that our primary goal is to keep our residents, staff, and our communities safe and continue to deliver the five-star care you trust from Wexner Heritage Village. This is the core of who we are because in addition to following all government recommended guidelines, we at Wexner Heritage Village, are guided by the Jewish tradition as the Talmud reminds us,
“To save a life is to save the world.”

Sincerely yours,



Chris Christian

President & Chief Operating Officer
Wexner Heritage Village

QUICK REFERENCE LIST

WHV Website for future updates:

- Whv.org
- COVID-19 Update Page: whv.org//COVID-19-Safety.

COVID-19 Care Line: 614-255-7269 to request a call back

WHV Front Desk: 614-231-4900 to schedule Indoor/outdoor visits or transfer to Care Line

Direct email contact: Leslie Fulford, Director of Community Outreach, lfulford@whv.org

Your email: This is the fastest way to distribute information directly. If you have an email address to share with us, please send that to Leslie Fulford at lfulford@whv.org or leave a message on the Care Line. We will add you to our email list for newsletters and updates.

Facebook: Follow us at Facebook [@WexnerHeritageVillage](https://www.facebook.com/WexnerHeritageVillage) to see photos of residents, activities, newsletters, videos and campus news.