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July 16, 2020

Dear Wexner Heritage House Members and Families,

We would like to take a moment to address visitation at Heritage House. As you are likely aware, last month Governor DeWine announced that outdoor visitation may restart in long term care facilities like Heritage House on July 20th with safety restrictions in place. Since that announcement, however, Franklin County's COVID-19 cases have sharply risen to levels that are very dangerous to our vulnerable population. **Presently, Franklin County has been designated as a Red Alert Level 3 Public Emergency for "very high exposure and spread"** as defined by the [Ohio Public Health Advisory System](#).

While we know our residents have missed in-person visiting with their families and friends, we want to be sure we are continuing to uphold our safety measures, to best protect our member community and your loved ones. For that reason, we are holding off on opening for outdoor visitation until the county's Corona numbers come down to a more reasonable safety level.

Until we are able to facilitate outdoor visits, window visitation may be scheduled beginning on Monday for 1st floor residents at their room window or lobby window visits for those upstairs. Please call the front desk at 614-231-4900 to schedule your visit. Our caring team will be more than happy to help facilitate.

The Governor's address to the state this week has asked all Ohioans to work extra hard for the next 4-6 weeks to turn the spread around and we intend to do our part. Last week, we proactively tested our staff campus wide and are pleased to share that no care giving staff member tested positive and the three staff members who did test positive (out of 250) work in offices far removed from our residents and were immediately sent home.

We are grateful for the support and understanding you have shown and assure you that as soon as we can safely resume visitation, we will. Both the physical and mental wellbeing of our residents is our highest priority.

Thank you for your continued support and understanding.

Sincerely,

Chris Christian
President & Chief Operating Officer

Kim Fullerton
Administrator

Helpful Links:

Franklin County case detail. <https://coronavirus.ohio.gov/static/OPHASM/profiles/franklin.pdf>
Governor DeWine's address can be seen on the [Ohio Channel's YouTube page](#).

If you would like to speak to someone about the Coronavirus situation, please call our COVID-19 Care Line at 614-255-7269 or email Leslie Fulford, Director of Community Outreach at lfulford@whv.org.