



August 3, 2020

Dear Family and Friends,

Thank you for allowing Eliza Bryant Village the opportunity to care for your loved one, especially as we continue to navigate challenges resulting from the COVID-19 pandemic. We remain committed to providing the highest quality of care possible and ensuring the safety and comfort of every resident. We hope that you and your families are healthy and safe.

Five long months have passed since nursing homes have been mandated to restrict visitors to help mitigate the spread of COVID-19. We have worked diligently to keep you are informed about what is happening in the facility via phone calls from the staff and through opportunities to e-visit with your loved ones using iPads, and FaceTime. We will continue these efforts and welcome additional ideas to help you digitally connect with your family.

Ohio Governor DeWine announced that nursing homes might begin to receive visitors outdoors starting July 20, 2020. However, Eliza Bryant Village will begin allowing visitors on Monday, August 17, 2020, at the earliest, for the safety of your loved ones in our care.

This date is subject to change based on the discretion of Eliza Bryant Village staff.

**To schedule your visit, call our Medical Records Team at (216) 658-1675.
Visitation will be scheduled on Mondays, Wednesdays, and Fridays
from 10:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 4:00 p.m.**

Governor DeWine and the Ohio Department of Health required that each Village staff member must be tested and be cleared for the COVID-19 disease by the National Guard before outdoor visits can safely begin. Eliza Bryant Village staff was tested on July 30, 2020. We are taking this time to develop safe protocols to schedule as many visits as we can safely.

As we all do our best to wait patiently to be together again, we are working diligently to prepare for the reopening. We have developed rules for safe outdoor visitors to follow when we are ready. Please understand these rules will be strictly enforced. Those who choose not to follow all of the rules will not be able to visit with their loved one on our campus.

Please understand that these protocols and guidelines are small steps as we prepare to reopen. Any adjustments will be made based upon mandated changes or suggestions that ensure we are maintaining best practices. Your understanding, patience, and cooperation during this process are much appreciated as we work together to ensure that everyone is safe during this pandemic. Please contact us with any questions or concerns.

We hope you continue to stay safe and hopeful. We are so excited to see you soon.

Sincerely,
Eliza Bryant Village