



Eliza Jennings

choices for aging well

TO: Our Valued Eliza Jennings Family Members
FROM: Richard M. Boyson Jr., President and Chief Executive Officer
RE: Confirmed COVID-19 Case
DATE: May 27, 2020

As you know, COVID-19 continues to affect a growing number of people in the U.S. and around the world. This is a time of great uncertainty and we truly appreciate your patience as we navigate the situation together.

We have learned that one of our Residents at Eliza Jennings Home has tested positive for COVID-19. This person is currently at a local hospital in accordance with the procedures and protocols established by the CDC and the Ohio Department of Health. We are unable to comment on the specifics around this person's condition but can confirm that this individual had recent hospitalization with a negative COVID-19 test but has now tested positive in the hospital environment. We currently have no residents or staff in the facility demonstrating any symptoms of COVID-19, and we are working in close coordination with state and local health officials to follow the protocols in place to halt and minimize the spread of the virus. The individual in the hospital will continue to be monitored.

We are continuing to exercise every precaution as directed by the State of Ohio and the Centers for Medicare and Medicaid. In recent weeks, staff members from each of our communities and services have taken numerous steps to protect our residents, patients and fellow employees. Every resident-facing team member across our organization has received training specific to COVID-19. All essential employees and medical personnel are screened for signs and symptoms of COVID-19 upon entering our buildings. We are practicing social distancing, handwashing, and other safety precautions. We encourage everyone to continue monitoring for COVID-19 symptoms and take the appropriate steps to contain spread of the virus.

We are committed to working in close coordination with state and local health officials to follow the protocols in place to halt and minimize the spread of the virus. We believe in being as proactive as possible in our efforts to minimize the spread of COVID-19, which includes communications efforts.

We understand that this situation is constantly evolving and is generating ongoing questions from residents, families, and members of the community at-large. We welcome the opportunity to work with you to address these questions as they arise. Please feel free to reach out to discuss at any time: Lisa Fluhart, Executive Director, at lfluhart@elizajen.org or 216-226-0282 ex. 3241.

We are committed to keeping our residents, patients, and families updated as we go forward. We are grateful for the opportunity to care for your loved one and are dedicated to serving older adults and our community. Working together, we will continue to deliver our services to the individuals who need us and are entrusted in our care.