



May 14, 2020

Dear Residents and Families/Representatives,

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. We have tested all of our residents and staff and are awaiting results.

Our residents' and staff's safety remain our top priority and we want to assure you that we are working tirelessly to keep everyone in our community safe. We continue to follow the recommendations of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), to implement enhanced protective measures, such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.
- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will notify you through our website of newly confirmed cases of COVID-19 as well as when three (3) or more residents and/or staff present with new onset respiratory symptoms that occur within seventy-two (72) hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

Again, please check our website for more updates and information. If you have any questions or concerns please contact us directly 903-567-0444.

Sincerely,

Terrie Harrison  
Administrator