



06/17/2020

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

CURRENT COVID-STATUS

As of today, we are happy to report that our facility has no confirmed cases of COVID-19.

WHAT WE ARE DOING

The safety of our residents and staff is our top priority and we will continue to follow the recommendations and guidance of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering the building.
- 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.

FUTURE COVID-REPORTING

In an effort to provide you with up-to-date information about COVID-19 in our facility, we will notify you of newly confirmed cases of COVID-19 as well as when three or more residents and/or staff present with new onset respiratory symptoms that occur within 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.

To ensure that all parties are notified as quickly as possible and have access to the most recent notifications, we will post all updates on our facility website at www.hillcrestofnorthdallas.com under the COVID-19 information tab. We will provide specific updates to representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or

is displaying symptoms of COVID-19. We also encourage you to visit the CDC website (www.cdc.gov) to learn more about COVID-19 and how you can help prevent the spread of this virus.

CONTACT US

We understand these uncertain times bring up many questions, and while we are making every effort to provide you with as much information as possible, we are happy to discuss and questions or concerns you have. Please feel free to contact us directly at 972-517-7771 and ask for Allison Worley or Silver Brezzell.

Sincerely,

Allison Worley, LNFA
Administrator



WEEKLY UPDATE

06/24/2020

Dear Residents and Families/Representatives,

We are happy to report that, as of today, INSERT FACILITY NAME has no confirmed cases of COVID-19. We continue to follow the recommendations of our health officials and practice the enhanced safety measures that are listed on our website and previous communications.

We know the past few months have been a big adjustment for everyone, especially our residents. While our staff is working is very hard to make sure they are safe, we also want to make sure they are having some fun! This past week we played Bingo (keeping our distances), did crafts, made gifts for the CNA's for CNA week, and we are working on an upcoming garden project for our patio area.

As always, please continue to check our website for updates. We will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly 972-517-7771

Sincerely,

Allison Worley, LNA

Allison Worley
Administrator



06/03/2020

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

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Sincerely,

Allison Worley, LNFA
Administrator



06/09/2020

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