



WEEKLY UPDATE

07/01/2020

Dear Residents and Families/Representatives,

Please accept this letter as The Hillcrest of North Dallas weekly update to keep you informed about the status of COVID in our facility and what we are doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. All previous mass testing of residents and staff confirmed negative results. We do not have a current plan for additional mass testing or regularly scheduled testing at this time but will update if that becomes the plan.

Our facility continues to follow the CDC and our local health department's guidance for all appropriate precautions and preventative measures to protect our residents and staff during this pandemic, including visitation recommendations. As such, and in accordance with the guidelines available to us, we are still continuing restrictions on visitation at this time.

We realize how difficult it is not to be able to see your loved ones, and we continue to closely monitor the situation in hopes that we can reopen for visitation soon. However, it is our responsibility to make sure your loved ones are as safe as possible and reopening our facility to visitors too soon could increase our residents' risk of exposure to COVID-19. As such, and for the safety and well-being of our residents, please continue to reach out to your loved ones through phone, FaceTime, letters and e-mail and feel free to contact us directly if you need assistance facilitating that communication. The Hillcrest team has just completed our "Chatter-box", an outdoor plexiglass visitation booth. We will be scheduling the visits as we do the face-time calls. Due to the heat of the Texas weather there will be limited number of visits per day, at designated times. We will start these visits after the 4th of July weekend.

As a reminder, only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged 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. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for updates. As always, 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 at 972-517-7771.

Sincerely,

Allison Worley

Allison Worley
Administrator