



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



WEEKLY UPDATE

07/10/2020

Dear Residents and Families/Representatives,

We hope everyone had a fun and safe July 4th weekend! Over the holiday, and always, our staff works hard to prevent the spread of COVID-19 in our facility. On the 4th we were notified that one staff member tested positive for COVID-19. This individual had not been in the building for 12 days prior to receiving confirmation of the positive test result. The staff member has now been out of the facility for 17 days and is fully recovered but will not return to work until we receive confirmation of negative test results. On 07/06/2020 we received confirmation another staff member tested positive for COVID-19. This staff member never had symptoms and subsequently received 2 negative test results. We have not had any other staff or residents test positive at this time.

We continue to follow our federal, state and local health officials' recommendations and guidance for all appropriate precautions and preventative measures that we have reported to you on our website and previous weekly updates.

With the growing number of COVID-19 cases in certain areas of the country, it is also important to remember what you can do to help prevent community spread of the virus. You should wash your hands often with soap and water for at least 20 seconds, avoid close contact with people who are sick and people who don't live in your household by maintaining six feet of distance between you and them, cover your mouth and nose with a cloth face cover when around others, cover coughs and sneezes using the inside of your elbow and immediately wash your hands with soap and water for at least 20 seconds, and clean and disinfect frequently touched surfaces daily.

Please continue to check our website for weekly updates as well as notification of new cases. 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



WEEKLY UPDATE

07/16/2020

Dear Residents and Families/Representatives,

Please accept this letter as an update on the status of COVID-19 in our facility and what we are doing to keep our residents and staff during this ongoing pandemic. Since the onset of this virus, we have had Zero residents and 2 staff members test positive for COVID-19. One staff member had 2 negative tests and has returned to work. Another staff member has had one negative test and is awaiting their second negative test.

As the number of coronavirus cases throughout the country are rapidly changing, we continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, which we have posted on our website and other updates. Please also remember what you can do to help stop community spread of this virus, such as practicing hand hygiene and social distancing, practicing proper cough etiquette, using face masks, and cleaning and disinfecting frequently touched surfaces daily.

We are excited to announce the addition of our “chatter box” visitation booth! We will post pictures soon to our website. You can get more information and schedule your visit with the front desk. We know this isn’t the same but we hope this type of visit will help bridge the loss of in person visits.

Please continue to check our website for weekly updates as well as notification of new cases. 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



WEEKLY UPDATE

07/24/2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. Since the onset of this virus, we have had zero residents and 2 staff members test positive for COVID-19. Both staff member have had 2 negative tests and have returned to work. We have not had a positive test result since 7/6/2020.

As you might already know, the federal government announced last week that it is going to send point-of-care testing supplies for COVID-19 to all skilled nursing facilities in the country. We hope this means better access to testing and faster results for our staff and residents, but we will keep you posted as we get more information and details on this development. As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as 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.

Last week we announce the addition of our “chatter box” visitation booth! We will post pictures soon to our website. You can get more information and schedule your visit with the front desk. We know this isn’t the same but we hope this type of visit will help bridge the loss of in person visits.

Please continue to check our website for weekly updates as well as notification of new cases. 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



WEEKLY UPDATE

07/29/2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. Since the onset of this virus, we have had 0 residents and 2 staff members test positive for COVID-19. Both staff members have had 2 negative tests and has returned to work. We have not had a positive test result since 7/6/2020.

As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as 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.

We will continue with our “chatter box” visitation booth! Pictures are posted to our Facebook currently. You can get more information and schedule your visit with the front desk. We know this isn’t the same but we hope this type of visit will help bridge the loss of in person visits. We have also made an ice cream truck and plan to have daily visits throughout the building. A video and pictures will be uploaded to our Facebook and website after the truck has its final maintenance inspection.

Please continue to check our website for weekly updates as well as notification of new cases. 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



COVID NOTIFICATION/UPDATE

July 5, 2020

To Our Valued Residents, Families and Representatives:

We received confirmation yesterday that a staff member at our facility tested positive for COVID-19. The staff member has not been in the facility for 12 days and, at this time, no staff members or residents are displaying any symptoms of COVID-19. While we are disappointed to hear that somebody has tested positive since we have worked so hard to prevent the transmission of COVID-19 in our facility, we know that we are dealing with an extremely contagious virus. Rather than be discouraged, we are going to focus our efforts on taking all necessary steps to protect our residents and staff from further spread of COVID-19.

We are committed to eliminating this virus from our facility and we will continue to implement and practice enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging 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 post updates on our facility website at www.thehillcrestofnorthdallas.com and we will individually notify representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19. If you have any questions or concerns please contact us directly at 972-517-7771.

Sincerely,

Allison Worley

Allison Worley
Administrator

COVID-19 NOTIFICATION

July 6, 2020

Number of additional confirmed COVID-19 cases in the last 24 hours: 1

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

If you have any questions or concerns about this notification, please contact us directly at 972-517-7771.