



08/12/2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. We did have 2 staff members test positive but the facility was cleared as COVID free on 8/3/2020.

As you are aware of HHSC stated on Thursday 8/6/2020 that they were going to allow visitation at Skilled Nursing facilities. What they didn't say is how, when and what must occur prior to visitation.

Here are the current requirements from HHSC Provider Letter 20-24, Phase 1 COVID-19 Visitation:

- There have been NO confirmed COVID-19 cases in the facility by staff for at least 14 consecutive days.
- There are NO active COVID-19 cases with residents
- Facility staff are tested for COVID-19 weekly

Fortunately, we have not had any residents with COVID-19 and our staff have cleared the time restrictions; although, as of this email we do not have the capabilities to test employees weekly. I learned today that we are expecting to be receiving a machine within the next couple of weeks which will enable us to test our staff members on site. Once we have that equipment in place and test our employees then we can submit our visitation plan to HHSC on what our procedure will be for outdoor visitation.

Upon our visitation plan being approved by HHSC they will designate us as **Phase 1** for visitation which allows the following: **Outdoor Visit**-a visit between a resident and one or more personal visitors that occurs in-person in a dedicated outdoor space.

Under these guidelines from HHSC Provider Letter 20-24, Phase 1 COVID-19 Visitation Requirements we will still not be allowed inside visitation and ALL outdoor visitation will require 6' Social Distancing and each party will be required to wear a mask.

As it stands at the moment I need your continued patience and support. I cannot even imagine your anxiety on wanting to see and touch and talk to your loved one. I understand this is all very confusing and possibly different than what you read or heard on the news last week but we are all looking forward to having some type of normalcy at The Hillcrest of North Dallas.

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

8/6/2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. We previously had two staff members test positive but they have both been retested negative and returned to work. We were officially cleared by the Collin County health department on 8/03/2020 and are no longer under monitoring.

We hope you are enjoying our virtual visits and our new “Chatterbox” visits. Remember to sign up early as the spots fill fast. You can sign up with the reception desk with Jeanne or Melanie at 972-517-7771.

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

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