



2 May 2020

Dear Residents/Families,

We have discussed our efforts and planning to combat COVID-19 for well over a month and felt blessed to have postponed its probable, if not inevitable, arrival to our community. Yesterday evening, we took another step in that journey.

One of our Assisted Living (AL) residents experienced a fall yesterday morning and was subsequently sent to the hospital for evaluation. When our AL manager called for an update last night, she was informed the resident had tested positive for COVID-19. The resident had not exhibited any signs or symptoms typically associated with the virus prior to hospitalization. As many of you are aware, we stopped visitation to our licensed areas in March, so the only individuals interacting with the resident were Hallmark caregivers, private sitters and other medical personnel. Each of those individuals have been screened every time they enter the building, and none have displayed signs or symptoms.

While we do not currently know how the resident may have contracted the virus, we are taking aggressive steps to test other AL residents, AL employees, private caregivers and other medical personnel as well as tracking contact with anyone who may test positive as a result.

We have notified the Harris County Department of Health (DOH) and Texas Health and Human Services (HHSC) and are working with them to isolate our remaining assisted living residents and to provide testing.

We have personally reached out to the families/responsible parties for each of our residents in assisted living and skilled nursing to:

- Notify them of the situation and update them on our plans moving forward
- Secure their assistance in testing each of their personal caregivers

This morning, I met with healthcare staff members and informed them as well. We are supporting them in every way possible to maintain their health (both physical and mental), providing them with testing options, personal protective

equipment (PPE), training and other assistance. I also want to commend them for their heroic efforts during this crisis. They come to work every day knowing that this could be the day they cross paths with someone carrying the virus to ensure our residents get the love, care and support they deserve.

We will continue to be vigilant; we will continue to use every tool available to minimize exposures and we will continue to communicate as these situations continue to evolve.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Harold Ermshar', with a stylized flourish at the end.

Harold Ermshar  
Executive Director