



7 May 2020

Dear Residents/Family Members,

Information travels fast in this day and age, sometimes faster than actual events. Occasionally, we receive information that later proves to be inaccurate. However, our goal is to provide you the most accurate information in a timely fashion.

In our May 2nd letter, we informed residents that the Hallmark had experienced our first positive COVID-19 case. For a brief moment on Monday, May 4th, we were led to believe this result was a false positive, however the original statement is accurate. I also need to inform you that we experienced a second (2nd) case on Tuesday, May 5th. A private sitter for one of our other AL residents notified us that as a result of the first case, she had been tested and the results came back positive. Hallmark, in conjunction with the family, subsequently sent the resident out for testing, which also returned positive for COVID-19. Both residents are currently being treated at the hospital (due to HIPPA, I am unable to provide any other additional information).

Since May 2nd, we've implemented the following response.

- Every resident in AL, ALZ and SNF has been tested for COVID-19. The tests were completed on May 6th and we are awaiting the results.
- All staff members who worked in AL for the 14 days prior to May 2nd were required to test for COVID-19. Additionally, staff who have not worked in AL were provided an option to test.
- We have been in contact with responsible parties for each resident in our licensed areas. First and foremost, to notify them of the situation and inform them of our strategy to keep their loved ones safe, but also to request that they have any private sitters tested as well.

- We have been in daily contact with the Harris County Health Department and the Texas Health and Human Services (HHSC) teams, sharing information and tracking contacts. The Health Department was onsite for a review yesterday and was complimentary of our plan, as well as the widespread use of Personal Protective Equipment (PPE).
- Staff and residents were provided with N95 masks and other PPE more appropriate for isolation precautions.
- We have made arrangements for a dedicated isolation “wing” in healthcare to handle potential positive COVID-19 cases onsite with a team of staff members who will work exclusively in that unit once it is operational/initiated.
- Screening continues for everyone entering the building.
- As test results are received, we will adjust our strategy to meet the needs of our residents.

While it is important for us to continue tracking contacts so we can determine how the virus is spreading, it is equally important that we abstain from judgement relative to those who test positive. Viruses are indiscriminate in their spread and no one is actively attempting to aide in its transmission.

Wednesday would ordinarily have been our monthly fireside chat, however it was cancelled due to social distancing. In lieu of that meeting, I’ll offer the following:

- After reviewing the latest order from Governor Abbott and considering the safety of our residents, we have elected to open the IL Salon effective Tuesday, May 12th @ noon. No clients may be admitted who do not reside at The Hallmark and no more than two (2) clients may be in the salon at any time.
- While we probably will not be using it in the immediate future, our new bus/van arrived last week.
- One of our residents inquired as to the cleaning protocol in therapy. After reviewing with the team, I can report that equipment is being disinfected with alcohol wipes in between each use.
- Some of you may have received charges for additional meals in April. Our business office will be removing those charges due to the COVID-19 situation. We have also waived delivery fees for the duration of the dining

room shut down. At this time, no date has been selected to re-open the dining room.

- We continue to advise social distancing and use of masks whenever you are outside your unit(s). Outside visitation continues to be discouraged and we highly recommend that any private sitters are tested and commit to working in one location exclusively during this time.

As always, your safety and wellbeing is our primary concern. Please feel free to contact me with any questions or concerns.

Sincerely,



Harold Ermshar
Executive Director