



12 March 2020

Dear Residents/Families,

The Hallmark is actively monitoring the status of the coronavirus to ensure that we have the latest and most accurate information on the threat. This situation continues to develop as new cases are identified and protocols are being adjusted to meet the need. As you may be aware the City of Houston and Harris County declared a state of emergency yesterday.

We are regularly communicating with the Centers for Disease Control (CDC), Texas Health and Human Services (HHSC), City of Houston and Harris County Public Health, Southeast Texas Regional Advisory Council (SETRAC), Leading Age as well as other agencies and resources.

Just a few of the things we are actively doing for your protection:

- As a standard practice, we have an emergency preparedness plan in place. We will continue to follow it as this situation evolves and update it accordingly.
- All Hallmark caregivers follow established protocol regarding staying home when sick. This practice is not new to our staff.
- Communication is occurring with both caregivers and visitors to assess any known risk factors, such as travel to areas with widespread outbreaks or local contact areas known to have reported ongoing cases.
- As communicated previously we are limiting visitation to immediate family and essential caregivers at this time. Beginning shortly we will be monitoring temperatures for ALL visitors and employees as they enter the community. Anyone who is not a resident with a temperature above 99 degrees will not be admitted. Please be aware visitation could become even more restricted should the need arise.
- Hand sanitizer is distributed throughout the community and staff have been trained on the proper use of the sanitizer as well as hand washing techniques.
- Should a case of COVID-19 be identified at the Hallmark we are working on a specific plan to self- quarantine the entire community including staff/caregivers (in conjunction with the local health departments).

4718 Hallmark Drive  
Houston, Texas 77056  
(713) 622-6633  
Fax (713) 599-1324  
[www.houstonretirement.org](http://www.houstonretirement.org)

Given the shortage of test kits currently available, the Health Department is requesting that residents self-quarantine if you do not feel well and have asked us to coordinate with them, EMS and local hospitals for necessary health service access related to the virus. Additionally our healthcare center is available with proper physician authorization and is equipped with private rooms that can serve as isolation rooms.

**What You Can Do to Protect Yourself and Your Family:**

- Wash your hand often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose or mouth with unwashed hands
- Avoid close contact with people who are sick
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands
- Clean and disinfect objects and surfaces
- Eat well, drink lots of water and get rest to strengthen your immune system
- Stay in your home and away from other if you are feeling ill.
- If you have underlying medical issues that put you in the high-risk category, avoid large public gatherings or spaces outside your unit. Limit your contact with others.
- Please communicate with the front desk via telephone if you are feeling ill.
  - Hallmark will deliver food directly to your unit
  - Hallmark can also assist with coordination with Department of Health, EMS and healthcare providers related to testing and treating suspected cases

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

Sincerely,



Harold Ermshar

Executive Director