



9 June 2020

Dear Residents/Family Members,

Another week has raced by and we find ourselves in June. In our last communication, we briefly touched on what re-opening may look like at Hallmark. Our team has been hard at work putting processes in place and determining benchmarks to allow that to happen.

Beginning Monday, June 15<sup>th</sup>, we will begin allowing immediate family members of residents residing in Independent Living to visit the Hallmark under the following conditions:

- We ask that you conduct your visits in your unit or out on the grounds. Please do not congregate in the public spaces.
- We ask that you limit the number of visitors to 1-2 at a time to maintain social distancing
- All visitors should be tested for COVID-19 within 30 days prior to visitation. While we realize that someone can be positive within a shorter timeframe, we feel compelled to create a baseline for visitors as we start to re-open.

At this time, Assisted Living and Skilled Nursing are still on lockdown per Governor Abbott's order and HHSC guidelines. The only exceptions are essential caregivers and visitation for residents in the active dying process. We will address those areas once the governor's order is rescinded.

Our dining services team is working on plans to re-open the dining room on a limited basis. Currently we have set a goal of June 29<sup>th</sup> with certain restrictions that will include managing capacity. This will involve multiple seating times that will require reservations. More details to follow as we get closer to the launch date.

We continue to urge caution when leaving the community, and to use social distancing and personal protective equipment (PPE) whenever you are around others. Just this week, one of our residents entered self-quarantine when a niece tested positive after they were together at a luncheon. Most of us want to believe that something like this will not happen to our family and friends, however, sometimes there really is no way of telling if someone is a carrier.

I would like to thank all of you who have been so supportive and understanding as we have navigated these tumultuous times. Together, we will make it through.

Sincerely,



Harold Ermshar  
Executive Director