



20 November 2020

Dear Residents/Responsible Parties,

Thanksgiving is next week, which always gives me a chance to reflect. Typically, we would be gathering with family and friends, counting our many blessings and looking forward to the holiday season rush that typically starts with this date.

This year however, things have changed. We are socially distanced, in many cases separated from those we love by more than the six feet we call “safe”. Plans have been altered, postponed, and forgotten. Life is somehow “different” from anything we have known, and yet, as we’ve seen over and over with our residents here at The Hallmark, life evolves. From small gatherings between friends, to enjoying the re-opening of the dining room, to being able to gather (even in a socially-distanced way) for our fireside chats, resident association meetings, and other activities.

On the COVID front, cases continue to rise in Harris County, however, not to the same extent we are seeing in the rest of the state. We reactivated our COVID unit in Healthcare today with one (1) resident there now. We also have identified two (2) employees during our weekly testing who are currently resting at home. Reactivating the COVID unit means we have temporarily discontinued our phase I visitation program, which may re-open 14 days after our last positive case.

This week, some of us will have the opportunity to spend time with family and friends. Please continue to stay safe and make smart decisions as we work together to keep all of our residents safe.

Dining room service re-opening has been a success, with many of you choosing to participate. We understand that some of you will want to continue to use the take-out/delivery model and are prepared to continue that service for the foreseeable future. We do ask that those coming to the dining room continue to sign up using the book, so we can plan accordingly. We also request that the dress code be observed while using the dining room.

During COVID, we have been providing a second meal per resident at no additional charge. This decision was made in the interest of keeping our residents safe. Several of you have asked if/how long we will continue with this program. We evaluate this decision on a month-to-month basis. At some point, we will need to revert back to sharing this additional expense, however, we will communicate with you in advance, so no one will be unaware when the policy changes.

At fireside chat, we updated residents on our project and the marketing efforts that would be ramping up this week. I was informed earlier today that we have acquired seven (7) "dots" (initial reservations) in our first week and have additional appointments scheduled over the next several weeks.

As we roll forward into Thanksgiving week, let's remember that despite all the chaos that has been 2020, we do have plenty to be thankful for, including each other.

Sincerely,



Harold Ermshar
Executive Director