



THE HALLMARK

THE HERITAGE | LEGACY TOWER | UPTOWN OAKS

24 November 2020

Dear Residents/Responsible Parties,

Wanted to give everyone an update as there seems to have been some confusion in our most recent communication and there have also been some further developments in our fight with COVID.

Last week, we shared that 1 resident in Healthcare had been admitted to our COVID unit and that 2 employees who work in Healthcare had been identified as positive. Many of you are aware that we test our Healthcare residents and staff weekly. As a result of that testing, we have now identified 2 additional residents who are positive, along with 4 additional Healthcare workers.

Over the weekend, we also had a dining employee who did not meet our screening process, so was sent home. This employee tested positive as well, bringing our overall total to 3 residents (all in healthcare) and 7 staff members.

While we do not believe any Independent Living residents were exposed, out of an abundance of caution, we elected to close the dining room until further notice. All dining staff either have been or are in the process of being tested. Once we feel comfortable those results are negative, we will revisit the dining room availability.

We are working closely with the CDC, Department of Health, HHSC, and other entities to conduct contact tracing and try to prevent further exposures. As you might imagine, it's been an eventful 48 hours or so.

I also wanted to clear up any confusion related to visitation. There have been NO changes to visitation in Independent Living. The visitation changes outlined in last week's letter referred to Skilled Nursing only, based on our decision to open the COVID unit. Several of you have friends and family in Healthcare, so we try to include information from that part of the campus in our updates, however, sometimes the message does not come across clearly.

Please know that your health and safety is our primary concern, and we will continue to take steps to combat the COVID virus. We are hopeful there is light at the end of the tunnel. Within the past several weeks, two (2) vaccines have exceeded FDA requirements to move forward. While we don't know for certain when they will be made available, it is promising to see these kinds of results.

We wish you and yours a Happy Thanksgiving! Stay safe and be well.

Sincerely,



Harold Ermshar
Executive Director