



December 10, 2020

Dear Families, Residents, and Staff,

Thank you all for your continued grace and understanding of the unprecedented safety measures we have taken in these unparalleled times. As I have said since day one, we will continue to be transparent with you. It is because of this I want to let you know that Prestige Estates was notified on the evening of December 9, 2020 that a resident had tested positive for COVID-19. Upon return to our community the resident was isolated to their apartment and all necessary infection control measures were put into place immediately. Employees who may have been in contact with the resident were identified and are in the process of being notified by our Director of Health Services to ensure the required self-monitoring process for changes in temperature and respiratory symptoms are followed. Additional employee monitoring will continue. A strict masking & goggle/face shield policy for all staff also remains in place. Prestige Estates has, and will continue to, comply with all current guidelines set forth by Texas Health and Human Services, CDC, and the North Texas Public Health District. As of today, we have zero employees that have reported any signs or symptoms of COVID-19. The previous employees who had tested positive have fully recovered and returned to normal duty.

As a result of this current positive case, we will feel it is in our best interest to our residents and staff to suspend all activities for a minimum of 7 days. We recently celebrated with our Prestige Candy Shop during our Candyland Activity with social distancing and face mask however, we do not want to take any chances of potential exposure to others. All residents continue to remain under daily surveillance for changes in temperature and signs or symptoms related to respiratory illness. As of today, all residents are feeling well and are being monitored very closely.

As we continue to navigate the balance of our resident's emotional and relational needs with the demanding safety precautions we must take, I ask for your help. We are also asking you, please, not to take your loved one out of the building except for essential and critical medical appointments. Our preference is and has been, to take our resident to the appointment location and bring them back to Prestige, with the family or friend meeting them there. This is a safety measure that allows us to best know where the resident has been and minimize exposure. We are aware that this is not the ideal way to live, however, when you take your loved one out for shopping or dining out.

Every time your loved one leaves the community; they have the potential to be exposed to COVID-19 and upon returning expose other residents and staff members.

Essential Caregiver visits are still welcome and can be scheduled through the front desk. As a reminder I have included our current standing protocols:

The guidelines are as follows:

- If you are a **DESIGNATED ESSENTIAL CAREGIVER**, you may visit your loved one in their apartment. You may NOT visit them out in the building. Your loved one MAY NOT walk you to the lobby to exit.
- You **MUST** make an appointment to visit your loved one 24 hours or more **IN ADVANCE**. Only emergency visits will be allowed without 24-hour advanced notice.
- Each Essential Caregiver may visit their loved one only *ONCE* per week (7-day period). This new schedule will continue until further notice.
- You **MUST** wear your mask in your loved one's room. You may not eat with them (as this causes you to take off your mask). This is a state rule.
- Only two people can be a designated caregiver per resident. This is a state rule. Please do not ask or try to persuade us to add more. We do not like to tell you no. It places us in an awkward situation, but we have met some who feel if they argue or bully, they can get their way. Again, this is a state rule, and we must follow it. If you feel like you need to further the conversation on this, contact Yvonne to discuss.
- Only one Essential Caregiver may visit inside the resident's apartment at a time.
- Essential Caregiver's may visit for a period of up to three (3) hours only. This includes visitors from out of town. This policy will be strictly enforced.
- Essential Caregivers may continue to visit their loved one (if COVID-19 free) even if we have a positive case in the building. The strict guidelines for infection control must still be followed. If your loved one is positive for COVID, however, the Essential Caregiver will not be allowed to visit them until HHSC, and CDC recovery criteria is met.
- Porch visits are not allowed if the facility has a known positive COVID case of a staff member or resident. This is a rule by the HHSC. Closed window visits, however, are allowed. **DO NOT REMOVE THE SCREEN for ANY REASON. That is a VIOLATION of our rules and regulations set forth by HHSC.**

This holiday season I have several "asks" to make. First, I ask you to be creative this holiday season by sending cards, gifts, and food to your loved one. Also, I encourage you to communicate with your loved one utilizing the phone or Skype, Facetime, Zoom, etc. We are aware these are not options for some but are very practical ones for most of our residents. As so many of you gratefully do, I ask you to support our team, including the managers in our

community. Our teams have made above and beyond sacrifices, putting others before themselves, often their own families, in providing the best care and safety they can. They are worthy of our commendation and gratitude for their efforts, resilience, and commitment to our residents. Finally, I ask each of us to remain calm and confident in the knowledge that this virus will eventually pass, and we (residents, families, and staff) will be able to move on toward a more normal life where we are safe and sound.

The vaccine is coming, but not on the 15th of December as several news media sources would like us to believe. Please be confident, we will do everything we can to make certain our residents and staff receive the vaccine at the earliest possible time. As soon as we have more information regarding the vaccine, I will be the first to share the news. We will be getting the vaccine paperwork out to you as soon as we receive it from the pharmacy. To expedite the vaccination process, we need this paperwork completed ahead of time. I thank you in advance for your support in these efforts to help us and our country defeat this awful virus.

Teamwork, Patience, Understanding, and Grace are the words that come to mind when I think of how WE ARE GOING TO GET THROUGH THIS!

WE ALL have the same thing in common, whether you are a resident, family, or staff member.... this WHOLE COVID thing cannot be over SOON ENOUGH. We are on the same SIDE. We are in the same boat as everyone else in our country and world. Let us continue to love and support each other, as this is truly the only thing, we can control at this point in the COVID era.

Thanks for your support and May God Bless You All!

Kristy Redman

Kristy Redman
Owner/Executive Director