



January 2, 2022

Dear Families, Residents, and Staff:

Thank you all for your continued grace and understanding during what I hoped would be far behind us by now. 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 early this morning that a Memory Care resident had tested positive for COVID-19. Upon returning to our community the resident was isolated to their apartment and all necessary infection control measures were put into place immediately. All residents continue to remain under daily observation for changes in temperature and signs or symptoms related to respiratory illness.

Employees who may have been in contact with the resident were identified to ensure the required self-monitoring process for changes in temperature and respiratory symptoms are followed. Additional employee monitoring will continue. A strict masking policy for all staff 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 a reminder I have included our current standing protocols.

The guidelines are as follows:

- All Visitors must complete a Covid Screening Form and temperature check upon access to our community
- Essential Caregiver visits are still welcome during our visitation hours of 8:00 – 5:00pm 7 days a week. – with the positive case in Memory Care – ONLY Essential Caregivers are allowed to visit at this time in Memory Care.
- 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 wear a mask while in our community.

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. Teamwork, Patience, Understanding, and Grace are the still the words that come to mind when I think of where we have come and the unknown the lies ahead, but WE ARE GOING TO GET THROUGH THIS! 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. Thank you for your support and May God Bless You All!

Sincerely,

Kristy Redman  
Owner/Executive Director