



COVID UPDATE

4/12/2021

Dear Residents and Families/Representatives,

Please accept this letter as an update on COVID-19 in our facility.

Number of Confirmed COVID-19 Cases Currently in the Facility

Staff: 0

Residents: 0

Total Number of Confirmed COVID-19 Cases Since the Onset of the Pandemic:

Staff: 46

Residents: 91

Total Number: 137

Date of Last Newly Confirmed COVID-19 Case:

3/2/2021

Visitation Status:

With the latest CMS and HHSC visitation expansion updates, we have made changes to our visitation guidelines to meet requirements while maintaining safety for our residents and staff. Below you will find an overview of the recent changes that have been made:

- All visitors will still be required to screen in prior to visiting to ensure they do not exhibit signs or symptoms of COVID-19.
- Visitors will now be screened at their loved one's nurses' station, located in the back of the facility.
- Back entrances are labeled as to what halls they cover (halls 100-200 and halls 300-400).
- Visitors cannot walk freely in the facility with their loved one. Visits are either in your loved one's room or outdoors. You cannot switch back and forth, or visit elsewhere at this time.
- Essential caregivers are no longer required to have a negative COVID-19 test, but they are still encouraged.
- Face masks are still required to be worn by both the resident (as tolerated; may remove during visit to eat or drink only) and visitor(s) at all times.
- The length of the visits will no longer have a time limit, but they are still required to be scheduled during the facility's set visiting hours of **9am – 7pm at www.calendly.com/sterlingoaks** in order to limit movement through the facility, limit the number of visitors and residents in the visitation area(s) to ensure physical distancing is maintained, and to allow time for cleaning and sanitation of visitation area(s) between visits (for both indoor and outdoor visits).
- Each resident is allowed to have both designated essential family caregivers to visit at the same time, as opposed to only one at a time.
- Designated essential caregivers will not be required to maintain physical distancing between themselves and their loved one, but must maintain physical distancing between themselves and other residents and staff.

- End-of-life visits will be allowed between a visitor and a resident who is receiving hospice services; who is at or near the end of life, with or without receiving hospice services; or whose prognosis does not indicate recovery. The facility will not wait until death is imminent to allow end-of-life visits.
- End-of life visits do not have to maintain physical distancing between themselves and the resident they are visiting, but must maintain physical distancing between themselves and all other persons in the facility.
- Fully vaccinated residents wearing a well-fitting face covering or facemask may choose to have physical contact with their visitor during their visit (for either indoor or outdoor visits); otherwise, physical contact is prohibited.
- Indoor visits are allowed as long as:
 - o the facility's county COVID-19 positivity rate is at 10% or less
 - o positivity rate is greater than 10%, but at least 70% of the facility's residents are fully-vaccinated

As standard practice, the facility staff, residents, families and visitors are encouraged to review and sign the facility's Infection Prevention Pledge as a commitment to comply with infection control practices. Families and visitors refusing to comply with the basic requirements will not be able to enter the facility. Virtual visits may be arranged instead.

Facility Safety Precautions:

We continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for updates as well as notification of new cases. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 281-347-8200.

Sincerely,

Kelly Linker

Kelly Linker
Administrator