

Sterling Oaks

REHABILITATION

WEEKLY UPDATE

June 11, 2020

Dear Residents and Families/Representatives,

As of today, our facility has no confirmed cases of COVID-19. Our staff continues to practice the enhanced safety precautions we have previously reported to you through our website and we are closely monitoring the recommendations of our federal, state and local health officials regarding all aspects COVID-19 from mass testing to visitation recommendations.

In fact, as Texas loosens COVID-19 restrictions throughout the state, many people are asking when they will be able to visit their loved ones. At this time, the Centers for Medicare and Medicaid Services ("CMS"), the Centers for Disease Control ("CDC") and our state health officials still recommend we restrict social visitation and only allow essential personnel in the facility. Please understand these restrictions are in place to reduce the risk of transmission of COVID-19 in our facility and to keep our residents safe.

We understand how difficult it has been to not see and visit your loved ones over the past several months and we appreciate your patience and understanding during this time. Until it is safe to allow visitors, please remember that we encourage you to stay in touch with your loved ones through FaceTime, emails, letters and phone calls. Please let us know if you are having trouble connecting with your loved one and we will be more than happy to facilitate your communication.

Please remember to check our website for updates. 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. As always, please contact us directly 281-347-8200 if you have any questions or concerns.

Sincerely,

Kelly Linker
Administrator



WEEKLY UPDATE

June 18, 2020

Dear Residents and Families/Representatives,

Please accept this letter as Sterling Oaks Rehabilitation's weekly update to keep you informed about the status of COVID in our facility and what we are doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

As of today, we have no confirmed cases of COVID-19 in our facility. The Guardian Angels are continuing to assist with video-calls and window visits as much as possible to help keep everyone's spirits high during this difficult time. The Activities Department has also been keeping both our residents and employees entertained, which can be seen through the pictures posted on our Facebook page. We will continue to take and post as many pictures as possible to offer all families/friends a peace of mind.

As a reminder, we continue to closely monitor and follow the recommendations of our federal, state and local health officials. 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 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
Administrator



Notification of COVID-19

June 22, 2020

To Our Valued Residents, Families and Representatives:

We want to inform you that Sterling Oaks Rehabilitation recently learned that one of our staff members tested positive for COVID-19. While we are disappointed that COVID-19 is in our facility, we are acting quickly to stop further spread of this virus and are following the recommendations of our federal, state and local health officials.

We will continue to practice all of the enhanced safety precautions we previously reported to you, such as, only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering the building, all residents are continually monitored, Housekeeping is performing regular deep cleanings of the facility, staff receives education and wears personal protective equipment (PPE) as recommended by the CDC, group activities have been suspended and staff is providing individual activities for residents, we are implementing isolation protocols as required, and we encourage staff 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 will update you through our website in the event we receive confirmation of additional COVID cases in our facility, so please continue to check www.sterlingoaksrehab.com. Also, we encourage you to visit the CDC website (www.cdc.gov) to learn more about COVID-19 and how you can help protect yourself and others against the spread of this virus.

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

Sincerely,

Kelly Linker

Kelly Linker
Administrator



WEEKLY UPDATE

June 24, 2020

Dear Residents and Families/Representatives,

As of today, 0 residents and 2 staff members have tested positive for COVID-19. We regrettably received a second confirmed positive employee case on 6/24/2020. In response to this news, we will perform a second round of facility wide testing for all residents and staff members. We will begin testing on 6/25/2020. Our goal is to have the majority, if not all, residents and staff members tested and tests sent out by the end of the day Thursday, or Friday 6/26/2020 at the latest. This would allow us to hopefully receive the majority of the results back prior to the weekend.

While we focus on stopping further spread of this virus in our facility by continuing to follow the recommendations of our health officials and practicing the enhanced safety measures we have previously reported to you, we also want to make sure our residents' daily routines are as normal as possible and that they are having some fun, too!

As always, please continue to check our website for updates. 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 your loved one's Guardian Angel at 281-347-8200.

Sincerely,

Kelly Linker

Kelly Linker
Administrator

Sterling Oaks Rehabilitation
COVID-19 NOTIFICATION

06/25/2020

Number of additional confirmed COVID-19 cases: 2

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

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

Sterling Oaks Rehabilitation
COVID-19 NOTIFICATION

6/30/2020

Number of additional confirmed COVID-19 cases: 23

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

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



WEEKLY UPDATE

June 4, 2020

Dear Residents and Families/Representatives,

As we approach summer and states are starting to reopen slowly, we want you to know that the staff at Sterling Oaks Rehabilitation continues to work hard to keep our residents safe and we are still following all recommendations of our federal, state and local health officials to prevent the spread of COVID-19.

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. We successfully conducted a mass testing on 5/19/20 that consisted of all 103 residents and 84 out of 90 employees. The remaining 6 employees were tested on 5/20/20 for a grand total of 193 individuals! While this news is great, we still do not have any new information as to when we will be able to loosen up on the restrictions we've had in place. Until then, we are continuing to provide as much entertainment with the help of our amazing Activities Department and all of our staff! Additionally, we submitted a grant application through CMS to try and obtain additional tablets to allow for more video chats with loved ones!

As a reminder, 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 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