

WEEKLY UPDATE

July 2, 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.

We initiated a facility wide testing last week after learning that two of our employees tested positive for COVID-19. We started receiving the results from these tests this week and notifying required parties of the results as they came in. We tested 104 residents and 101 staff members. Out of the 205 individuals tested, we received a total of 38 positive results; 34 residents and 4 employees. We knew that increased testing could mean increased numbers of positive cases, and while everyone was disappointed to receive these results (especially since we have worked so hard to keep our facility COVID-free for 3 months), we are not discouraged. We are encouraged that access to testing is improving our ability to respond to this virus and will enable us to protect our residents and staff in a more targeted way moving forward.

We are also fortunate that the majority of the positive cases are not showing any signs or symptoms. We have a dedicated COVID-19 Positive Unit for residents who tested positive and a Quarantine Unit for residents who may have had exposure with dedicated staff assigned to each area. We are planning on conducting another facility wide testing next week (date to be determined pending delivery of additional test kits). We will notify families/representatives when the date for testing has been confirmed and again as we receive your loved ones' results.

Our facility continues to follow the CDC and our local health department's guidance for all appropriate precautions and preventative measures to protect our residents and staff during this pandemic, including visitation recommendations. As such, and in accordance with the guidelines available to us, we are still continuing restrictions on visitation at this time.

We realize how difficult it is not to be able to see your loved ones, and we continue to closely monitor the situation in hopes that we can reopen for visitation soon. However, it is our responsibility to make sure your loved ones are as safe as possible and reopening our facility to visitors too soon could increase our residents' risk of exposure to COVID-19. As such, and for the safety and well-being of our residents, please continue to reach out to your loved ones through phone, FaceTime, letters and e-mail and feel free to contact us directly if you need assistance facilitating that communication.

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 members are using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to frequently wash their hands and/or use hand sanitizer 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 at www.sterlingoaksrehab.com. As always, we will notify you via our website 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