

WEEKLY UPDATE

August 12, 2020

Dear Residents and Families/Representatives,

I would like to take this opportunity to address the news stories that were published yesterday regarding Harris County Public Health's ("HCPH") investigations into COVID-19 related deaths at our facility. Most importantly, I want to express that I truly understand the importance of communicating with our residents and families, especially during times like these, and I am sorry if our facility fell short of your expectations.

We do provide our residents and families with weekly updates and notify them of new cases on our website as well as individually communicate with those families and residents that have confirmed cases of COVID-19. We also report confirmed COVID-19 cases of residents and staff, along with any deaths, to the state and CMS on a weekly basis, at a minimum. This information we report is available publicly on the [CMS: Nursing Home Data](#) website.

I was disappointed to see the articles published yesterday without being given the opportunity to comment (only one news source reached out and I did provide them with a response). As background, the news stories are in response to a press release published by HCPH yesterday announcing the investigation. Please understand, however, health officials investigate any instances where there is COVID-19 in a facility and we have been working closely with HCPH and the Texas Health and Human Services ("HHSC") since we received confirmation of our first case of Coronavirus \.

Our goal is to stop the spread of this virus in our facility and we are getting closer to that goal each day as we follow HCPH's and HHSC's guidance and directives. In total, 77 residents and 33 staff members have tested positive for COVID-19 in our facility and 69 residents and 30 staff members have fully recovered from the disease. Unfortunately, this is a pandemic that has affected millions of people across the country and many lives have been lost, particularly in nursing homes, and we are truly saddened by the passing of any of our residents - whether or not it is COVID related.

We will continue to work hard to stop the spread of this virus, follow the guidance of our health officials and practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as only allowing essential personnel inside the facility and screening 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 weekly 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