

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



Weekly Update and Notification of New Case

August 21, 2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility as well as notification that a staff member tested positive for COVID-19 this morning.

As you know from our previous update, our facility has recently faced some challenges in combating the spread and effects of COVID-19 in our facility. As I will explain in more detail below, we have been working very closely with Harris County Public Health (“HCPH”) and our state health officials to reduce the number of new positive cases of COVID-19 and to stop the spread of this virus in our facility. While we still have a lot of work to do, I believe our efforts are paying off and we are seeing fewer new positive cases.

On August 11th we administered facility wide testing to 65 staff members and only one staff member tested positive, which brings our total number of positive staff members to 37, 31 of which have returned to work. We are still waiting on results of 4 staff member tests and we hope to receive those soon. We also administered COVID-19 tests to 78 residents on August 11th and I am happy to report that there are no new confirmed resident cases! Since the onset of this pandemic 88 residents in total have tested positive for COVID-19. Most of the residents that tested positive were either asymptomatic or have recovered and are currently residing with the general population in the facility. We continue to closely monitor the seven residents that remain on our COVID unit. I realize the total numbers are different than my previous update in which I reported to you that 77 residents and 33 staff members have tested positive for COVID-19. It was a clerical error and was not in any way meant to deceive or hide the number of positive cases in our facility and I apologize for any confusion.

As I stated earlier, we have been working day and night with HCPH and our state health officials to stop the spread of this virus in our facility and we appreciate their efforts and guidance. Some of our collaborative measures to prevent further spread of COVID-19 include limiting residents’ movements throughout the facility, ensuring residents practice hand hygiene and wear appropriate PPE if they have to leave their rooms and adhering to strict social distancing guidelines. We are also working with HCPH to ensure that we follow the CDC’s guidance on infection control/disinfection, which includes but is not limited to having adequate and appropriate supplies to support intensified cleaning and disinfection practices and that we have a plan in place to restock those supplies rapidly, if needed. Our facility has implemented a respiratory protection program in accordance with OSHA and NIOSH certification standards and we are routinely retraining and re-educating our staff on COVID-19, which includes subjects such as appropriate use of PPE.

I will continue to update you on our progress. Please remember to check our website for weekly updates as well as notification of new cases. We will notify 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



WEEKLY UPDATE

August 30, 2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. As we reported to you last week, since the onset of this virus, we have had 88 residents and 37 staff members test positive for COVID-19.

With guidance from Harris County Public Health, on Friday, we tested residents and staff members that had negative test results from the COVID-19 tests administered on August 11th. The purpose of Friday's tests is to determine whether there is any active transmission of COVID within the facility. As of today, we were able to move 5 residents off the Positive Unit and onto the Stepdown Unit. Our goal is to have zero residents remaining on our Positive Unit by next week!

As always, we are working hard to keep everyone in our community safe and we will 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 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

WEEKLY UPDATE

August 7, 2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. Since the onset of this virus, we have had 77 residents and 33 staff members test positive for COVID-19. As of today, we can proudly announce that we have had 67 residents and 30 staff members recover from COVID-19 based on either the symptom-based strategy or test based strategy! We have been very busy this week coordinating deep cleaning and room changes to return the majority of the facility back to a “Negative Unit”. We were able to place our residents in their new or previous room and get them settled in. We have a new designated Positive Unit that has been set up at the end of Hall 400 in rooms 406-421. We still have some residents experiencing symptoms that are currently residing on this unit for further monitoring.

As always, we are working hard to keep everyone in our community safe and we will 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.

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Sincerely,

Kelly Linker

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