



## TEMPORARY CHANGES TO VISITATION POLICY DUE TO CORONAVIRUS (“COVID-19”)

March 12, 2020

Residents, Family Members and Neighbors,

As you are aware, the Coronavirus COVID-19 is having a significant impact on senior adults in several regions of the country. With the first cases now being confirmed in the Dallas Fort Worth area, we wanted to inform you of our response to these recent developments. First and foremost, the health, safety and wellbeing of our resident guests is always our highest priority. We can confirm we have not had any suspected cases of COVID-19 at The Villages of Lake Highlands.

We are following protocols and guidelines established by key authoritative healthcare entities to include the Centers for Disease Control (“CDC”), the Centers for Medicare and Medicaid Services (“CMS”), the Texas Department of Health and Human Services, and Dallas County Health and Human Services. Working in concert with these agencies our clinical team has been planning and preparing an action plan over the past several weeks to be implemented upon the outbreak first appearing within our region. We are well prepared and remain vigilant in our operations; however, we now need your help in mitigating the facility’s exposure to COVID-19 and its potential impact on our resident guests.

**Out of an abundance of caution and at the direction of multiple healthcare authorities, we are temporarily restricting all visitors from the facility except for certain limited and narrowly defined medical emergencies.**

We understand visiting loved ones is incredibly important to family members and we have always attempted to foster an environment where family interactions were easy, pleasant and memorable. However, at this time we simply must prioritize the safety of our vulnerable senior population. Current scientific data indicates COVID-19 has an outsized adverse impact on the health of those aged eighty and older and/or on those with complex medical conditions or a compromised immune response.

Rather than visiting we ask that you consider alternate methods of communication at this time to include telephone, email, text, video chat or social media. As part of our COVID-19 protocol we are also suspending group activities within the building and off site day trips consistent with authoritative guidelines; however, we are now deploying activities department personnel to assist residents with interactive technology initiatives such as Facetime, Skype and other similar measures to help you stay in close contact with your loved one.

If you have an emergent need to see your loved one in person we request you contact the nurse hotline at 214-355-7752 to obtain approval prior to any visit. No visitors will be allowed inside the facility without prior nurse approval. Furthermore, while protocols are fluid as circumstances are changing daily, Villages of Lake Highlands is adopting the CDC’s current preventative measures on infection control. These include strict handwashing procedures, and in many circumstances, the wearing of protective gowns, gloves and eyewear when interacting with residents who present symptoms and during certain routine procedures. Should you need to visit the facility on an emergent basis, you will be required to comply with all infection control protocols in place at that time.



**Please make sure we have your most current emergency contact information on file.** We want to make sure we efficiently communicate with you should there be any new developments. Please reach out to Monique Willis at [mwillis@volh.com](mailto:mwillis@volh.com) with your contact information so it may be uploaded to the Medical Record. Our hope is that the outbreak can be quickly contained and eliminated, and that we can go back to our standard policies and procedures in the near term.

We know this temporary policy change will be inconvenient and will present challenges and anxiety for many of families; this is not a decision we have taken lightly. We ask for your patience in this challenging time. We appreciate your trust, support and the fact that you have entrusted us with the care of your loved one, a responsibility we take most seriously. I am happy to answer questions or discuss any facet of our response to the threat posed by COVID-19, and can be reached at 214-342-7115.

Villages of Lake Highlands Team