



April 29, 2020

Residents, Family Members and Neighbors,

We hope you and your loved ones are all safe and well. Our team remains committed to keeping you updated on COVID-19 and its impact on operations at Villages of Lake Highlands. As we have communicated in our previous corona virus related correspondence, our highest priority is fostering a safe environment for our professional care providers and our residents, many of whom have multiple underlying medical conditions making them exceptionally vulnerable to the worst effects of the disease.

In our most recent correspondence, we informed you that one of our team members had tested positive for COVID-19. We are fortunate that the employee had limited contact with other employees and residents in that they worked the evening shift and were staffed in an area which lends itself to isolation from other parts of the facility. It also helped that all employees have been wearing masks for the past month for this very situation. Over the past few weeks, we have heightened our monitoring of staff and residents for COVID-19 related symptoms and are taking resident temperatures three times per day. This enhanced surveillance has not identified anyone we suspect of being COVID-19 positive. Given the employee in question has been out of the building for twenty days, and that symptoms typically become evident within two to fourteen days from first exposure, we are as confident as we can be that no additional employees or residents were infected from this incident. We thank each of you for your prayers of safety and protection over the facility during this time.

We have taken this opportunity to evaluate our operations and have implemented additional measures to mitigate the entry and subsequent spread of the virus within the facility. While we significantly enhanced our cleaning protocols at the initial onset of community spread within Dallas County, we have since added a weekly professional cleaning effort to our routine to enhance infection control practices. The company we engaged thoroughly cleans and sanitizes over 17,000 square feet of hard surfaces within the building with a disinfectant registered with the EPA for use against SARS-COV-2, the virus which causes the disease COVID-19. We remain well supplied with personal protective equipment to include hundreds of N95 masks, several thousand gowns and 3-ply surgical masks, gloves and shoe covers, and hundreds of units of eye protection. We continue all other counter measures put in place over the past several weeks.

Due to the outbreak of COVID-19 at many long term care and senior housing facilities within the local area over the past thirty days, the federal government sent inspectors from the Center for Medicare and Medicaid Services (“CMS”) to perform infection control compliance audits in facilities across Dallas County. We are happy to report Villages of Lake Highlands’ efforts regarding infection control were considered exemplary with no deficiencies or recommendation for improvement cited. We are grateful for our stellar clinical, housekeeping, and dietary teams and their extraordinary efforts in keeping everyone safe.

We wanted to update you regarding our thoughts on the current visitation policy in light of Governor Abbott’s announcement on Monday to begin opening the Texas economy in phases beginning May 1st. We are supportive of retailers, restaurants and other non-essential businesses opening to the public as a way to begin to heal our local



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economy and put people back to work so they can provide for their families. However, these Phase One openings are best suited to those with lower health risks associated with COVID-19 exposure which is generally those under fifty with no known underlying medical conditions. We must always keep in mind that our resident profile is in stark contrast to the general population with many residents over seventy-five years of age, most with multiple underlying medical conditions. Governor Abbott's Executive Order GA-18 did not address senior housing or skilled nursing facilities. We believe it will likely be several more weeks or perhaps even months before visitation restrictions are eased. Villages of Lake Highlands will continue to follow all regulatory authority guidelines and recommendations, and at this time we are not aware of any public policy discussions regarding modifying current restrictions on skilled nursing facility visitation. We know this has been and remains difficult on families, but we must always consider the adverse consequences of letting our guard down with our vulnerable resident population. Some sobering statistics to consider: 60% of all COVID-19 related deaths in the United States are those aged 75 and older, and twenty percent of all deaths across the country have occurred in skilled nursing facilities with many more occurring at hospitals upon an emergent discharge from a skilled nursing facility.

Each day there are more and more reports on how infectious the virus is, how it goes undetected in asymptomatic carriers for days, and how deadly it is for the elderly and those with underlying medical conditions. As a result, we must remain vigilant and continue to place the highest priority on the safety of our residents and our care professionals, and our battle line starts at the facility's front door. We thank you for your understanding and patience at this time.

We also want to take this opportunity to thank our wonderful families for their support and the way they have reached out with their thoughts, prayers, well wishes, Facetimes and special deliveries. Despite our physical separation your support is tangible, and it encourages us in these trying times. To some this may sound a little corny, but we truly believe Villages of Lake Highlands is a unique and special place. Our passionate caregivers partner with our residents' loved ones to rally around a great and worthy cause; to celebrate, honor, and protect our beloved seniors forming our "VOLH Family". We look forward to the day when our family can be together again.

We wish you well and will continue to keep you informed as events unfold. However, as always, should you have questions or concerns please contact Executive Director Kelly Wolfe or Chelsea Sneed, Director of Nursing.

Villages of Lake Highlands Team