



May 29, 2020

Residents, Family Members and Neighbors,

In our most recent correspondence we notified you that we would be testing all residents, team members and any essential vendors (physicians, lab and x-ray technicians, etc.) regularly inside the building for COVID-19. We are pleased to report that no one tested positive for the virus, and for that we are exceedingly grateful. We initiated our comprehensive testing on May 15th and received substantially all test results within a matter of days. However, a handful of test results came back inconclusive and a few team members were away from the building at the time of testing. As a result, it took another ten days or so to conduct make up tests to achieve one hundred percent comprehensive testing. In total, we ran 267 COVID-19 tests.

We are thankful for this result and celebrate our conscientious team members whose diligence significantly contributed to this outcome. However, we also understand that now is not the time to let our guard down. We will remain vigilant and maintain our COVID-19 risk mitigation policies and procedures, particularly as the number of cases in Dallas County continues to rise. In addition to requiring at least one negative COVID test prior to admission, we continue to test all new admissions on the fourth and eleventh day of their stay before integrating into the general population of our community. Many of our guests will return home from our special quarantine unit after a short rehab stay should they be here less than fourteen days. This protocol further enhances our support of the community by assuring negative testing prior to releasing short stay rehab residents into the broader VOLH community. We will test any resident, team member or critical vendor presenting with systems consistent with COVID-19 for the foreseeable future in addition to our daily screening protocols for anyone inside the facility.

Thank you for all of your prayers, notes of encouragement, and calls of support. We value our partnership with our residents and their families as we strive each day to keep everyone safe. Should you have questions or concerns regarding our COVID-19 testing protocols, please contact Executive Director Kelly Wolfe or Chelsea Sneed, Director of Nursing.

Villages of Lake Highlands Team