



November 25, 2020

Dear Prestige Estates Residents, Families and Friends,

I would like to begin by saying thanks to all of you for standing by Prestige Estates during this uncharted and unfamiliar terrain while COVID-19 plagues the world. There are ever-changing rules and regulations with the intent to keep residents and staff safe and it can be overwhelming to keep up with them. Through the ups and downs, we will continue to be transparent with you. It is because of this I want to let you know that Prestige Estates was notified on the evening of November 24, 2020 that a resident had tested positive for COVID-19. The resident was isolated to their apartment and all necessary infection control measures were put into place immediately. In addition, we have had two staff members test positive. The individuals were immediately furloughed and will not return to work until 14 days have passed and a negative COVID-19 test is received. All residents continue to remain under daily surveillance for changes in temperature and signs or symptoms related to respiratory illness. Currently, we do not have any other residents presenting with COVID-19 related signs or symptoms.

Employees who may have been in contact with the resident and individuals were identified and are in the process of being notified by our Director of Health Services to ensure the required self-monitoring process for changes in temperature and respiratory symptoms are followed. Additional employee monitoring will continue. A strict masking and goggle/face shield policy for all staff also remains in place. Additional employee monitoring will continue. Prestige Estates has, and will continue to, comply with all current guidelines set forth by Texas Health and Human Services, CDC, and the North Texas Public Health District.

This comes at a time when we are seeing increased rates of spread and positive cases across the United States. During the holidays we especially want to spend time with our loved ones. Thanksgiving, unfortunately, is coinciding with significant increases in community spread of COVID. The Centers for Disease Control and Prevention ("CDC") has recently reported that an important component of recent case increases is due to small family gatherings. It recommends that individuals at increased risk of severe illness from COVID should avoid in-person gatherings with individuals with whom they do not live. Because most individuals living at Prestige Estates fall into the category of increased risk, it is strongly recommended that families do not take persons who reside in long-term care or assisted living facilities to their homes or to gatherings for holiday events. However, this recommendation does not apply to residents who have been diagnosed and recovered from COVID in the past 90 days. Instead of holiday gatherings in your home, we recommend visiting with loved ones through Skype or FaceTime

calls or window visits. If you are still planning on taking your loved one home for the holidays, there are things you can do to lower the risk of COVID transmission:

- Decrease your own exposures by avoiding indoor settings with people you don't live with where you cannot socially distance and wear a mask for at least 2 weeks before Thanksgiving (e.g. indoor social events, bars, restaurants, carpooling).
- Wear a mask at all times when you are in indoor locations outside of your house or events where you cannot socially distance from others. Always keep a mask on when any high-risk individuals are in your presence – whether in a car or inside your home.
- Wash your hands and use alcohol-based hand sanitizer and ask those coming into your house to do the same.
- Physically distance as much as possible, at least 6 feet from others outside your household.
- Screen anyone entering your house for symptoms and do not allow any symptomatic guests into your home.
- Clean high-touch surfaces (e.g. tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.) in your home with an approved COVID cleaning solution.
- Make environmental changes to decrease the possibility of indoor spread of COVID including cracking windows or use of room HEPA filters.

Upon your loved one's return to the facility, please know that all individuals who leave the facility for these types of visits will be placed in quarantine for 14 days when returning. It is our way of doing our very best to protect our entire resident and staff population at a time in this pandemic where the numbers are hitting all time highs.

In closing, this is not where any of us expected to be in November 2020, but we are here. We will continue our commitment to providing the very best care and love to our residents. Our infection control policies are carried out daily and our staff take the upmost pride in protecting our residents as well. As the pandemic continues to increase throughout the United States, I pray that you stay healthy and remain diligent in staying safe. Please feel free to contact myself, Yvonne Sturrock, Director of Operations or Daren Welmaker, RN Director of Health Services with any questions or concerns you may have.

Stay Safe. Stay Well. We are still Prestige Strong!

God Bless,

Kristy Redman

Kristy Redman
Executive Director/Owner