



March 9, 2020

To Our Residents and Family Members:

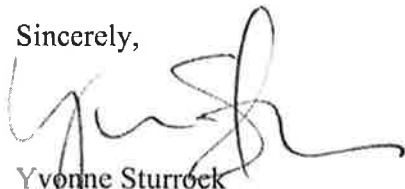
We know some of you may be concerned about the spread of COVID-19 (the new coronavirus) being reported in the media and how it may impact us here at Prestige Estates. Ensuring residents are cared for in a safe and healthy environment is our greatest concern. At this time, we don't have any cases in our facility. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

We are requesting that you do not visit Prestige Estates if you have any symptoms of respiratory illness. Those symptoms include: cough, fever, sore throat, runny nose, and/or shortness of breath. We understand that connecting with family members is incredibly important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype or Facebook.

Prestige Estates is following the recommendations of the CDC on prevention steps, including following strict handwashing procedures, and in some circumstances, wearing gowns and gloves when interacting with residents who are sick. We also are staying up-to-date with the CDC recommendations as they are updated. In addition, our management team is in close contact with the local and state health department and are following their guidance. We are posting signs on our entryway doors to notify visitors of the symptoms of COVID-19 and request that you not enter the building if you are experiencing these symptoms.

We will notify you if any residents or staff are diagnosed with COVID-19. Should you have any questions, please feel free to contact us at 903-561-6102 or email ysturrock@prestigeestates.net. For additional information, you may also visit the CDC website.

Sincerely,



Yvonne Sturrock
Director of Operations



March 12, 2020

COVID19 LETTER 2

To Our Residents and Family Members:

We handed out our first COVID19 informational letter on March 9, 2020. As indicated in that letter we implemented precautionary measures in our facility for the health and safety of our residents and staff. Since that date, we have been following recommendations from the Centers for Disease Control and Prevention and the World Health Organization as well as local health authorities. We have been monitoring the spread of the virus as reported by these organizations as well. A decision has been made by me and my administrative and health services team to immediately restrict visitors and activities within our facility. I know this is an inconvenience, however, this is in the best interest of our residents and staff members.

What does this mean? **Effective today, March 12, 2020, no outside visitors will be allowed in the building except for emergency purposes only.** Healthcare providers will be allowed to enter. Anyone, including healthcare workers, entering the building from the outside **MUST** come through the main lobby door on our assisted living side. No outside entry will be allowed through the memory care entrance or any of the side doors. This policy will be strictly enforced. Anyone entering the building will be stopped at the front desk and required to fill out a questionnaire and have their temperature taken. Anyone with a temperature above 100 degrees fahrenheit will not be allowed past the front desk and will be asked to leave. All staff will be required to have their temperature taken before starting their shift.

In addition to the hand sanitizer we have provided for everyone to use, we also ask you to use the best practice of washing your hands with soap and water for at least 20 seconds. Wash them well and often. We will also begin to use plastic ware for meals along with disposable cups and paper napkins.

These restrictions will be in place until further notice. Questions concerning this matter may be directed to Yvonne Sturrock, Director of Operations, Daren Welmaker, RN, Health Services Director or me. Your cooperation and understanding are appreciated.

Sincerely,

Kristy Redman
Executive Director/Owner



March 16, 2020

COVID-19 LETTER 3

To Our Residents and Family Members:

This letter serves as additional notice (Letter 3) of the ever-changing policy and protocols being put in place concerning the COVID-19. In an effort to stay on top of the latest suggestions and/or mandates set forth by the Centers for Disease Control and Prevention and the World Health Organization as well as our local and state agencies we have added additional measures for the health and safety of our residents and employees.

Effective Tuesday morning, March 17, 2020, **ALL** meals for the Assisted Living residents will be served in the resident's apartment. Our Memory Care residents will be served meals in the various dining rooms in our Memory Care unit given they are not able to eat without supervision in their rooms. This will be on a staggered time frame so that we can create as much distance as practicable between residents. The health agencies suggest distancing for this population, and we are doing our best to do this. In addition to these measures for distancing, all meals are being served on disposable plates/containers, plastic utensils and cups along with paper napkins.

To further reduce the interaction and possible spread of germs we have ceased all group activities until further notice. Our activity staff is planning other ways to engage and entertain our residents. Our goal is to keep our residents healthy both physically and mentally. Being shut in and unable to receive visitors can take its toll and we will be creative in our ways to help keep morale up. We encourage you to continue to call your loved ones and if you want to skype or facetime please contact our front desk so that we can arrange this for you.

We know that many of our residents have doctor's and other appointments scheduled. I am asking again, **please cancel or reschedule ALL NON-ESSENTIAL APPOINTMENTS**. These types of appointments may include regular follow up doctor visits, business appointments, dental cleaning appointments, and other non-urgent appointments. Your cooperation and understanding are appreciated.

We will also begin to take daily temperatures of our residents beginning Tuesday, March 17th. This is simply a non-invasive heat sensing device aimed at the resident's temple. There is no touching the skin and our health services staff will be doing it. This is a precautionary measure implemented to catch any temperature over 100 degrees fahrenheit. If a resident is running a fever, they will be quarantined, and their health provider contacted as well as family.

I and my staff are committed to do all we can to keep our residents healthy and safe. While these measures seem extreme, we believe they will benefit us all in the long run. Thank you for understanding.

Sincerely,

Kristy Redman

Executive Director/Owner

 **PRESTIGE** *Estates*
Luxury Assisted Living & Memory Care

March 17, 2020

Dear Resident Family Members and Guardians,

I hope this letter finds you all well and managing in the uncertain times we are going through. It's a challenge for us all but I want to assure you your loved one and our employees are my utmost priority. We have taken the suggestions, precautions and mandates from the local, state, national and world health organizations very seriously. We have implemented policies and procedures to minimize the exposure of germs to ALL residents and staff members as much as possible. As you are aware, that included a no visitor policy until further notice. In addition to no visitors, we have stopped all group activities and communal dining. We are enforcing hand washing and the use of alcohol-based sanitizers for residents and employees alike. No one is treated differently. This is a very serious situation and we all must be a part of the process to stop the spread of COVID-19.

I want to assure you that I am doing all I can to keep your loved one healthy and safe. I stand ready to implement any additional precautions as deemed necessary to do just that. These are waters none of us have ever navigated. We endeavor to keep our residents happy and their morale up as these extreme precautions have made them nervous and uneasy. That is normal and to be expected. Please know our staff is loving on and reassuring our residents that we are here for them and we will do what is necessary to protect them to the best of our ability.

We have distributed three (3) COVID-19 letters to our residents. These were also emailed to resident family members provided we have the email address. We know that not everyone uses email, therefore I am sending a copy of all notices to you by mail so that you can be informed of the precautions, policy and procedures in place at this time.

We are here for our residents. We will continue to do what we do which is care for them, love them and provide for them. We must ask that you do not come to Prestige or bring things unnecessarily. This is a very serious situation and social distancing is KEY to preventing the spread of this infectious virus.

You may reach out to me, Daren Welmaker, RN, Health Services Director or Yvonne Sturrock, Director of Operations should you have any questions. We appreciate your cooperation and understanding of the strict policies and procedures we have put in place and are enforcing.

Sincerely,


Kristy Redman

Executive Director, Owner



PRESTIGE *Estates*

Luxury Assisted Living & Memory Care

May 8, 2020

Dear Residents and Families,

I hope this letter finds everyone doing well. I know this time is difficult for all of us and it is my prayer that it is over soon. It has been a while since I updated you so I thought I would touch base and let you know how we are doing.

As of this date, we have NO cases (or pending test results) of COVID19 at Prestige Estates. This is a blessing that we do not take for granted. We have worked hard to follow all guidelines and requirements issued by the local, state, and federal authorities. We monitor daily the new information that comes out and adjust accordingly. The health and safety of our residents and staff is priority. We strive to make the resident's daily life as positive and bright as we can. We understand how hard it is to be apart from family. We are hoping the restrictions ease up soon, but we have no information giving us any indication of such. Please know that the distancing we are doing and strict guidelines we are following are for everyone's benefit. In addition to distancing, we strictly quarantine all new admissions and those returning from the hospital. Residents may not gather in large groups, but we do small activities while keeping our safe distance between each other. We have scheduled exercise times for our residents to take walks and not meet other residents in the hallway. At Prestige Estates we screen all persons entering the building. NO ONE may enter without being screened. We require residents and staff alike to wear masks (residents may remove them in their room). We continue to in-service our staff on proper hand washing and sanitization. The Health and Human Services recently performed a COVID19 survey in our building where they found zero deficiencies. Our staff has been diligent in following all precautions which was confirmed by this survey.

Thank you all. Thank you for understanding, for cooperating and for doing your part to help prevent COVID19 from spreading. We know there is no guarantee we will not be affected; however, we will continue to do our very bests to keep it at bay.

Sincerely,



Kristy Redman

Executive Director/Owner



PRESTIGE *Estates*
Luxury Assisted Living & Memory Care

May 28, 2020

Dear Residents & Families,

I hope this letter finds everyone doing well. I know how difficult these past few months have been and I appreciate your understanding as we navigate this pandemic together. Many of you have been asking when we will “open up” and allow visitors again. I wish I could give you a firm date but as of now the Health and Human Services, CDC and Gov. Abbott have NOT given us any indication when that will be. We continue to follow ALL guidelines and mandates given to us by local, state, and federal officials. We will remain steadfast in our efforts to maintain a COVID19 free facility, however, some of that depends on you our residents and families. While most of you are very understanding and cooperative in accepting our limit to outside visits to doctors, dentists, and other appointments, some of you are pleading with us to let you take non-essential, non-critical appointments out of the building. Please know that when we ask you to reschedule those to a later date it is because we are being advised by our governing officials to limit these appointments to those that are ABSOLUTELY necessary. If a resident must go out for ANY reason, they will be quarantined in their apartment upon their return for fourteen (14) days. No exceptions. This quarantine applies to each outing.

Our quarantine procedure is not what you think. Some of you think the resident is left in their room with no engagement. That is not true. We continue to deliver meals to each room; we continue to make beds and take out trash daily. Shower schedules are maintained. We check in on the resident periodically throughout the day. For our memory care residents, we take extra care in checking in on them and engaging them as we know they cannot be left along for long periods of time. They are not forgotten. Quarantining individuals who go out of the building is for the precaution of ALL residents and staff members. By enforcing this policy, we hope to continue free of COVID19.

The safety and well being of our residents and staff have always and remains to be my priority. Many of you make the statement that they should be allowed to go out as it is no different than staff members going home after their shift and coming back in the building. There is a big difference, staff members do not live here. It is necessary they go home. I have given my staff the same guidelines we have asked you to follow such as please do not place yourself in a situation to be around large crowds. Please reschedule unnecessary appointments and wear your mask when you are away from Prestige just as they do while at work. I also ask them to practice good handwashing and sanitizing procedures. I do not however, know where they go

or what they do when not at work. I do trust they are being safe and following best practices. They are as concerned as you are about the spread of the virus and have been very cooperative in our efforts to not let the virus in. With that being said, I cannot guarantee COVID19 will not enter our facility. No matter what policy and procedures are in place, the virus can still affect someone within our community. I do want you to be assured, though, we are doing all we can to prevent it. If after considering these policies and procedures, you prefer to take your loved one home you may do so. Room and Board charges still apply.

You chose Prestige Estates for a reason. We are not like the other facilities in Tyler. We are different, in a good way! We are still privately owned. We put the care of our residents before the dollar. Our cost of doing business has risen dramatically since the virus outbreak. I'm sure many of you are experiencing the increase in food cost. Ours has tripled. We have also tripled our cost in cleaning supplies. I am not complaining, simply explaining that we care about the resident FIRST. That is why we ask you to follow our policy for COVID19 and when we ask you to reschedule or otherwise make different arrangements it is not to inconvenience the resident or the family. It is for the safety of us all.

I am attaching a list of Frequently Asked Questions (FAQs) to answer some of your concerns. If you continue to have questions, please feel free to contact our office at 903-561-6102 or email kredman@prestigeestate.net or ysturrock@prestigeestates.net. We welcome your inquiries and want to make sure you are comforted in knowing we care and will do all we can to get through this together. This current reality we are living is equally as hard on us as it is on you. Please follow the procedures we have in place. Please do not ask us to make exceptions. We want to treat everyone the same and when you ask us to bend our policy and rules for you it puts us in a position to make exceptions for everyone. If we do that, then our COVID19 policy is not worth anything and the diligence we have maintained is void. Our policy is in place for a reason...to protect our residents and our staff.

Sincerely,

Kristy Redman

Kristy Redman
Executive Director/Owner



When will family members of residents be allowed to visit their loved ones in the facility again?

Answer: The most recent orders from the Governor extends the restrictions of all visitors to long-term care facilities except for those visitors providing critical assistance. We do not have any indication of a date.

May family members bring things, such as toiletries or groceries, to a resident in your facility?

Answer: Yes, they must bring the items to the front door for drop off. They will be taken from you at the door and brought in by our staff. We will deliver the items to the resident's room.

Can Assisted Living Facilities prohibit residents from attending routine doctor visits?

Answer: The state officials ask residents not to leave the facility except for medically necessary purposes. Prestige can work with the resident to reschedule appointments for non-critical services, including routine doctor or therapy visits, or arrange for those services to be delivered through a method other than an in-person visit, such as by telephone, telemedicine etc...If the appointment is not critical or essential we strongly suggest it to be rescheduled.

Can residents go outdoors on facility property?

Answer: Yes, however, the practice of distancing must be maintained and only if weather permitting. We make every effort to take our Memory Care residents out on the patios on nice days. Our Assisted Living Residents with patios are free to enjoy their space so long as they are not within 6 feet of a neighbor. Residents in quarantine must remain in their room.

Do you do any activities?

Answer: Yes. We still engage our residents albeit in a different fashion. On our Assisted Living side, we do activities by hall while maintaining distance between each resident. Each resident must wear a mask. On our Memory Care side, we do our best to keep residents distanced,

however, given the nature of dementia it is not always possible. We do appropriate social activities with all residents.

Are all residents required to wear masks?

Answer: Yes, however, some will forget, and we gently remind them to please return to their room and put it on. Our Memory Care residents will not keep the mask on and understandably we do not force that upon them.

How do residents get exercise?

Answer: Our Assisted Living residents have been assigned a time in the morning and a time in the afternoon for walking exercise. They can leave their room wearing a mask and walk up and down their respective hallway. These walks are done one resident at a time. Memory Care residents do not have this procedure as it is not practical.

Can residents receive visitors on the outside of their window?

Answer: No. On March 19, 2020, Governor Abbott issued an executive order stating people shall not visit long-term care facilities unless to provide critical services. As many of you have been allowed to do so, it is NO LONGER permissible. We must follow this order. No “window” visits will be allowed.

Why must a resident wear a facemask if they have no symptoms of COVID19?

Answer: The purpose of having residents wear facemasks or cloth face coverings is to prevent the spread of coronavirus by resident unknown to have COVID19.

Does Prestige screen resident’s temperature daily?

Answer: Yes, we take all our resident’s temperature daily. If a temperature is above 99.5 we will advise resident’s physician and follow direction from medical personnel from that point.

Are there any exceptions to allowing families to visit?

Answer: Yes, we decide on a case-by-case basis when a resident is near the end of life and follow all CMS and CDC guidance for visitation. This exception is made for end of life situations only. Infection control protocol will be enforced.

Can I transport my loved one out for a critical or essential medical appointment?

Answer: No, if the appointment is deemed necessary or critical, our staff will transport the resident to and from the doctor. A family member may meet their loved one at the appointment. If a family member cannot meet them, a companion will accompany the resident

if necessary and a \$20 per hour charge will be added to the resident's account for the companion service.

Will a resident be quarantined to their room for 14 days upon returning from a doctor's appointment or other outing even if it is for just a few hours?

Answer: Yes

What is the current transport schedule?

Answer: Nothing has changed. Tuesday and Thursday are our transport days. Again, only for critical or essential appointments.

Do I still need to give at least 24-hour notice for appointments?

Answer: Yes. If you do not, it is possible you will need to cancel the appointment and reschedule.

May I take my loved one home for an extended period of time?

Answer: Yes. Room and Board charges still apply. 30 day notice still applies for move outs as well. The resident will be quarantined for 14 days upon arrival back to Prestige.

Will Prestige be testing residents and staff members for COVID19?

Answer: Not currently. The order given by Gov. Abbott was mandatory testing for nursing homes at this time. Assisted Living Facilities are not in this order.

