

May 13, 2020

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

CURRENT COVID-STATUS

As of today, we are happy to report that our facility has no confirmed cases of COVID-19. The local fire department in conjunction with the local health department will be conducting facility wide testing of all residents and staff on May 19, 2020. We will contact you with any further updates regarding testing.

WHAT WE ARE DOING

The safety of our residents and staff is our top priority and we will continue to follow the recommendations and guidance of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering the building.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.
- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

FUTURE COVID-REPORTING

In an effort to provide you with up-to-date information about COVID-19 in our facility, we will notify you of newly confirmed cases of COVID-19 as well as when three or more residents and/or staff present with new onset respiratory symptoms that occur within 72 hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

To ensure that all parties are notified as quickly as possible and have access to the most recent notifications, **we will post all updates on our facility website at <http://www.alamoheightshealth.com>** under the COVID-19 information tab. We will provide specific updates to representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19. We also encourage you to visit the CDC

website (www.cdc.gov) to learn more about COVID-19 and how you can help prevent the spread of this virus.

CONTACT US

We understand these uncertain times bring up many questions, and while we are making every effort to provide you with as much information as possible, we are happy to discuss and questions or concerns you have. Please feel free to contact us directly at 210-828-0606 and ask for Sherry Rogers, DON or Irene Salinas, Administrator.

Sincerely,

A handwritten signature in black ink, appearing to read "Irene Salinas", written in a cursive style.

Irene Salinas, LNFA
Administrator