



March 13, 2020

To Our Residents, Families, and Team Members:

CC Young has been carefully following the recommendations of the Centers for Disease Control and Prevention (CDC) to reduce the risk of infection for our residents and team members. CC Young is not aware of any diagnosed cases of the Coronavirus (COVID-19) for any residents or team members. Our highest priority is for the welfare of our residents and team members and we will need your patience and cooperation as we respond to this evolving situation. We have been in regular contact with state and local health officials, including the Texas Health and Human Services Commission to provide additional guidance as we move forward.

CC Young is taking precautionary measures to minimize the risk of exposure to all we serve. As we advised you earlier this week, CC Young will be restricting campus access for non-essential visits. The intention is to reduce risk by limiting access to campus and implementing social distancing guidelines which have been shown effective in reducing the spread of other viruses. Please note that our decisions are based on these (3) standard criteria for accessing our campus:

1. Medical necessity (x-rays, medicine delivery, doctors, labs, caregivers, etc.)
2. Essential services (food, operational supplies, etc.)
3. Access relative to life or death situations (hospice care, etc.).

We have been confronted with an unprecedented situation and will implement the following policies and processes effective **6:00am on Monday, March 16, 2020:**

Front Gate Procedures

- The only entrance to our campus will be the main gate. All traffic to the campus will use the main gate entrance. All individuals will have their temperature checked with an infrared thermometer and will be asked CDC's COVID-19 screening questions. Anyone with a temperature of 100 degrees or more will not be permitted access. Staff, residents, contracted caregivers and regular vendors will use their campus ID to identify themselves to the attendant. Essential visitors will give their name and reason for entering campus, which will be logged by the attendant.
- This new procedure will slow you down as you arrive on campus. If you are picking a loved one up for an appointment, please plan accordingly.
- Hours for non-employee campus access: 6:00am to 7:00pm.
- Hospice caregivers will be provided unrestricted access.

Suspended Activities (until further notice)

- There will be no visits to residents on floors 4-8 of The Vista, including visits by spouses who live on campus.
- No persons under the age of 18 will be allowed on campus.
- The Point is closed.
- All Volunteers services on campus are suspended.




- All group events (including, but not limited to, Spirit is Ageless, BMS Luncheon, Auxiliary fundraiser, campus worship services, social hours, and Life Enrichment activities in licensed buildings) are suspended.
- No reservations will be accepted for our guest apartments.
- Campus access for all non-essential vendors (entertainers, musicians, etc.) is suspended.
- All non-campus massage client visits are suspended.
- All deliveries from outside restaurants (i.e. pizza, Door Dash, etc.) are suspended.

Modified Activities and Procedures

- The CCY Clinic is suspending all annual physicals and wellness check-ups until further notice. The Clinic staff is still available 24 hours a day by phone. If you have an acute need, please call the Clinic to discuss your concerns. An in-person visit will be arranged as needed.
- Locking each building on campus will begin earlier than usual.
- Non-essential deliveries (from FedEx, Amazon, UPS, Dallas Morning News, etc.) will be made to Lawther Point East lobby and will be distributed from there. Team members are encouraged to have personal shipments sent to their home address.
- The U.S. Postal Service will be allowed on campus, as usual, and will receive the same screening process at the front gate as everyone else.
- CC Young-provided transportation will be limited to doctor's appointments (as scheduled by you) and grocery shopping (one day per week - Kroger and Tom Thumb). Families are encouraged to schedule these appointments with your loved one rather than booking CCY transportation as much as possible.
- We realize that many IL and AL residents rely on family members to assist them with obtaining groceries, medications, and other essential items. We ask that these visits be limited to once a week and that the family member deliver the essential items and then depart the campus.
- Essential deliveries by outside vendors for items such as groceries, supplies, or medications need to be scheduled between 6:00am and 7:00pm.
- Only pre-scheduled, pre-screened marketing tours will be permitted on campus. They will receive the same screening process at the front gate as everyone else.
- Move-ins will continue to take place for new Independent Living, Assisted Living, Memory Support and Health Center residents. New residents will not be admitted if displaying symptoms of illness.
- Beauty Shop services will remain open for residents. PS Salon staff will receive the same screening process at the front gate as everyone else.
- Housekeeping and Nursing have been and will continue heightened cleaning of service areas.

Changes in Dining Services

- The use of hydration stations in all buildings is suspended until further notice. Cart water service and/or bottled water will be offered instead.
- Salt/pepper shakers and condiments are being removed from tables. Upon request, individual serving salt/pepper packets will be brought to the table and condiments will be dispensed in the kitchen in individual serving ramekins.
- The Overlook daily breakfast buffet will only offer assorted prepackaged items and cereals.

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- Action stations have been suspended in all buildings until further notice.
 - The end of month brunch in Overlook will be replaced by menu service breakfast and lunch offerings and is open to residents only.

Private Duty Caregivers on Campus

- Private caregivers must be approved and must provide requisite paperwork including criminal background check, TB check, OIG registry check and contract prior to campus access. Caregivers who are non-compliant with this process will not be permitted on campus. Caregivers who have yet to submit this information have one week to comply.

ALL RESIDENTS, FAMILIES AND STAFF ARE ENCOURAGED TO FOLLOW CDC GUIDELINES TO PREVENT THE SPREAD OF CONTAGIOUS DISEASE WHICH INCLUDES WASHING HANDS REPEATEDLY AND THOROUGHLY THROUGHOUT THE DAY.

If you know someone who is not receiving email messages from CC Young, please ask them to send an email to data@ccyoung.org so that we may update our database with their information.

Our highest priority is for the welfare of our residents and team members. Please help us by complying with these new restrictions so that together we can reduce the risk of COVID-19 transmission. We will continue to adjust to any updated guidelines that are issued by the CDC and state and local authorities. We will inform you of any changes we are making to our operations as they arise.

We must be united in our approach to this situation. Thank you in advance for your assistance.

Russell Crews
President and CEO