



March 20, 2020 / PHONES UPDATED March 25, 2020

TO OUR RESIDENTS, FAMILY MEMBERS, TEAM MEMBERS AND VENDOR PARTNERS:

Our organization has been adapting daily to CMS Guidelines and Governor Abbott's directive so that collectively we can mitigate the spread of COVID-19.

These are additional precautions we have implemented since our initial communications March 11 and 13:

- We have received a letter of unequivocal support of what CC Young is doing during this unprecedented time by the CC Young Board of Directors. Visit: <https://www.ccyoung.org/covid-19-communications>
- We require that all family members call the appropriate number below 24-hours in advance if you need to come to pick up your loved one for a doctor's appointment off-campus. We will bring your loved one to the screening area if you need to pick them up for a doctor's appointment.

Administrator, Independent Living: Missy Civello 972-755-1831

Nursing - Assisted Living (Hillside & Vista) - 469-585-2590

Nursing - Vista 4th Floor - 214-841-2803

Nursing - Vista 5th Floor - South Neighborhood (#501-#515) 214-258-4032

Nursing - Vista 5th Floor - North Neighborhood (#516-#531) 214-370-2825

Nursing - Vista 6th Floor - South Neighborhood (#601-#615) 214-841-2828

Nursing - Vista 6th Floor - North Neighborhood (#616-#631) 214-370-2846

Nursing - Vista 8th Floor - 214-841-2807

- Patients being discharged from our short-term rehabilitation will be asked to have their family members drive to the lowest parking level to pick him or her up. We will be asking family to set a specific pick up time for pick up.
- The newspaper delivery person will drop off the papers each day at our package drop off area and our team members will deliver them to residents' doors each day.
- We will have a worship service which will be broadcast on residents' TVs (CH80) at 11:00am on Sunday.
- Only telephone and internet access technology work orders will be serviced until further notice.
- We've staggered dining times, where appropriate, to allow for fewer residents to eat at one time and to encourage social distancing.
- We are taking temperatures of each resident daily and multiple times where applicable.
- Our direct care staff have their temperatures taken again as they report on their floors every day. This helps us confirm the staff is asymptomatic.
- We are now following ACHA guidelines which call for a temperature screen threshold of 99.6 or higher to preclude access to the CC Young Campus.
- We have suspended all off-campus outpatient rehabilitation until further notice.
- We are posting inspirational messages on Facebook from Rev. Kellie Sanford, Campus Pastor.
- Rev. Kellie Sanford is continuing with a long-standing Bible study...by way of www.gotomeeting.com!
- We created data@ccyoung.org where any family member or team member who was not receiving our communications can update us with the current contact information.
- Please be sure to enter campus slowly and as you approach our mandatory screening stop.



- We continue to in-service team members and communicate to residents about hand hygiene and infection control.
- We have implemented frequent surface cleaning throughout the campus.
- We are putting together weekly entertainment and engagement resources for residents which include a lineup of broadcasted events on CH80.

From 3/19/20 communication:

- **The Governor of the State of Texas has issued an executive order prohibiting visits to nursing homes and retirement centers unless a person is providing critical assistance. This eliminates all other visits previously permitted at CC Young.**
- **Persons providing critical assistance are contract doctors, contract nurses, home health and hospice workers, and EMS, whose services are necessary to ensure resident health and safety; individuals with legal authority to enter such as law enforcement officers, a Long-term Care Ombudsman's office and HHSC surveyors; and family members and loved ones of a resident whose end of life is imminent.**
- In compliance with the executive order and to protect your loved ones, beginning tonight at 7:00pm ALL family and friend visits have been suspended.
- The only exception is for family members and loved ones of a resident whose end of life is imminent.
- If you believe your Independent Living or Assisted Living loved one has an urgent need, please advise them to push their urgent care pendant or to dial 911 for a medical emergency.
- All deliveries of groceries and medications will be received at The Vista screening area Monday through Friday, 9:00am to 4:00pm.
- Please mark each bag with the resident's name, building name and apartment number. We will deliver the groceries and medications to your loved one.
- In addition, we require that all family members call their Administrator at least 24 hours in advance if you need to pick up your loved one for an off-campus medical appointment. We will bring your loved one to the screening area to be picked up.
- We have created an Emotional Support Team with Dess Rolfe, Resident Advocate, at the helm. She is joined by our Pastoral Care Team, Social Workers, Administrators and others. Call Dess if you or your loved one has exhibited signs of anxiety and would be in need of extra emotional support.

From 3/13/20 communication:

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.
- Action stations have been suspended in all buildings until further notice.

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- 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.

Finally:

Our COVID-10 Response Committee meets daily to adapt our policies and procedures. We continue training with staff and will continue communications as this situation evolves.

Family Members: It is imperative that you update your private duty caregivers with these communications!

Please note that once outbound communications are issued, these will continue to be posted on our website:

<https://www.ccyoung.org/covid-19-communications>

And again, if you know of someone who is not receiving our email and voice mail communications, direct them to email our team at data@ccyoung.org with their updates.

In this unprecedented time, we appreciate your continued support.

Russell Crews
President and CEO