



Thursday, March 19, 2020

To All We Serve,

- **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.

Thank you,

CC Young Executive Committee