



September 18, 2020

TO OUR RESIDENTS, RESIDENT CONTACTS, TEAM MEMBERS, PHYSICIANS AND BOARD MEMBERS:

Yesterday, Gov. Abbott and Texas Health and Human Services Commission (HHSC) announced plans to expand visitation in long-term care facilities, effective September 24, 2020.

This announcement was a surprise to us and other senior care organizations because the changes were announced prior to formalization of the rules and regulations required to begin the visitation process. Consistent with previous decisions, there has been no prior communication with providers about the implications of this new visitation policy.

Not surprisingly, CC Young has already received multiple inquiries about opening for visitations. Some have simply asked when they can come. Others have expressed fear and reluctance about allowing visits at all. The preliminary information provided by Texas HHSC indicates there will be many restrictions imposed on providers and visitors as part of the visitation process. CC Young will be required to submit an application and be approved by Texas HHSC before any visitations are permitted. We are not able to provide any information at this time as to the timing of the state approval process.

Please know that we understand the urgency for families to visit their loved ones, but we cannot disregard the timing or our primary focus which is and will continue to be the care and safety of our residents. We have gone to great lengths thus far to keep COVID-19 away from our residents and reduce risk. So far, we have been successful. Opening our doors to visits brings another dimension of risk to our situation. We need to analyze and absorb these new requirements and adapt our current protocols to minimize the risk as much as possible going forward.

We will let you know as soon as more information is available from Gov. Abbott and Texas HHSC. In the meantime, thank you for your continued support and understanding.

Russell Crews
President and CEO