



November 12, 2020


TO OUR RESIDENTS, RESIDENT CONTACTS, EMPLOYEES, BOARD OF DIRECTORS, AND PHYSICIANS:

We have entered the ninth month of our continuing battle with COVID-19 and a new concern has emerged. The ongoing realities of COVID-19 are inflicting pandemic fatigue upon our team members, residents and family members. The CDC has recently announced they believe the recent surge in COVID-19 cases nationwide is primarily due to the inconsistent or even refusal of young people to be diligent with wearing masks and social distancing. This pandemic fatigue behavior greatly increases the potential of COVID-19 exposure on our CC Young campus. Dallas County reported 1,401 new coronavirus cases on Tuesday, November 10, 2020, and Tarrant County reported 1,525 new coronavirus cases on Monday, November 9, 2020. Dallas County recently elevated coronavirus risk level from orange to the highest risk level of red. The Dallas County positivity rate has recently escalated to 11.6%. We are reviewing our COVID-19 protocols on a daily basis and make appropriate adjustments as our new challenging environment dictates. We are in continuous communication with our team members regarding the implications of pandemic fatigue and we are reminding our team that we must not relax compliance with our protocols during this recent surge in COVID-19 cases locally and nationally.

On Wednesday, November 4, 2020, a CC Young resident from The Vista's fourth floor was transported to an emergency room with respiratory issues. CC Young has begun a new COVID-19 protocol to collect a COVID-19 PCR swab specimen from any resident that is being transported to an emergency room. The hospital notified CC Young on November 6, 2020, that our resident tested positive for COVID-19 after being admitted to the hospital. Our outside lab confirmed the hospital COVID-19 positive diagnosis to CC Young on Saturday, November 7, 2020, and this became the first confirmed COVID-19 case on the CC Young campus. Our resident is currently at the hospital and is recovering from this COVID-19 infection. As a result of the COVID-19 positive diagnosis, we immediately implemented our contact tracing, isolation and containment protocols. We tested all residents that reside on the fourth floor of The Vista and all employees that work on the fourth floor of The Vista. We confirmed with our outside lab that an additional resident and a CC Young employee tested positive for COVID-19. This second resident was not experiencing any COVID-19 symptoms, but as a safety precaution, has been temporarily relocated to another facility approved by the Dallas County Health Authority and dedicated as a COVID-19 unit for the recovery process. Our CC Young employee has been placed in our quarantine protocol and is off-campus during the recovery period.

Ninety-six hours subsequent to our initial testing, we re-tested all remaining residents that reside on the fourth floor of The Vista and all employees that work on the fourth floor of The Vista. As a result of these additional tests, we have identified seven additional residents and two employees as COVID-19 positive. Six of these residents are asymptomatic and are being temporarily relocated to a facility approved by the Dallas County Health Authority as a dedicated COVID-19 facility. The seventh resident has transferred to a local hospital for recovery. Employees have been placed in our off-campus quarantine protocols. Our thoughts and prayers are with each of our residents, employees, and their families during this recovery process.





Testing will continue for all employees and remaining residents until we confirm we do not have any active COVID-19 cases on the fourth floor of The Vista Health Center. **All visitation to the fourth floor of The Vista Health Center is suspended until further notice.** CC Young has a sufficient stockpile of PPE as we navigate through our recovery process on the fourth floor of The Vista Health Center. As a result of our reporting the COVID-19 positive residents to the State of Texas, Texas HHSC conducted an infection control survey on Wednesday, November 11, 2020. The state surveyor did not cite any deficiencies in our COVID-19 protocols and infection control processes and did not make any recommendations for changes to our protocols.

In accordance with the State of Texas mandate and a change by Dallas County to allow visitation, CC Young commenced campus visits on October 14, 2020. CC Young is required to follow specific regulations issued by the Texas Health and Human Services Commission (HHSC) regarding visitations. CC Young developed our visitation policies and processes to be in compliance with all of the HHSC visitation regulations. In addition, we took into consideration the additional COVID-19 community spread exposure due to visitors now being allowed to enter our campus. Visitation has placed a significant burden upon our CC Young team to maintain our essential services to our residents while requiring a tremendous amount of new regulatory documentation and oversight to safely allow hundreds of visitors access to the CC Young campus.

Although the timing to commence the visitation process was not ideal due to the recent surge in new coronavirus cases in Dallas County, we have carefully implemented our new visitation policies and processes and request your patience as we adjust to this new dynamic in our continuing battle with the COVID-19 pandemic. As of Friday, November 6, 2020, our staff has coordinated the following number of visitations by care level:

118 visits: Vista Skilled Nursing (Floors 5-8)

47 visits: Vista Assisted Living Memory Support (Floor 4)


145 visits: Assisted Living – Hillside and Vista (Floors 3 and 9)

+ 140 visits: Independent Living (3 buildings)

450 visits: Total to date

The following are some additional details and housekeeping items that may further assist with understanding our protocols so that we can manage this process more efficiently:

- Visitations are pre-scheduled to give our team enough time to prepare. Vista and Hillside reservations are closed 48-hours prior to the visit and Independent Living reservations are closed 24-hours prior to the visit due to the time required to prepare and communicate effectively. Please be proactive scheduling your appointments to help us maintain our schedule.
- Please remember to arrive 30 minutes before your scheduled visit to make sure COVID-19 testing is completed on time and we maintain our schedule.
- Once Independent Living visitors clear the screening/testing area, they must check in and check out with visitation staff who are located in each building. Failure to do so may result in their removal as a designated visitor.
- Visits are scheduled for two hours. Please let us know ahead of time if you need to leave earlier so that we can arrange an escort for you outside the normal schedule.

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- Similarly, unless pre-planned prior to your meeting, please plan your departure at the end of your 2-hour visit (and not beyond) so that we do not need to locate you for check out. Your assistance helping us maintain our schedule is key in managing this process.
 - Visits are limited to once a week per resident for Independent Living (Tue – Fri) and two visits per week per resident for Vista and Hillside (Mon-Fri) so that our team can manage and coordinate visits for more than 450 residents. Visits are limited to week days only at this time due to the number of staff required to manage the process each day.
 - We are very limited on the ability to make exceptions to the protocols due to sheer volume. Visitations need to be fair for all families and all levels of care.
 - With the COVID-19 positivity rates escalating, please be considerate of everyone who works and lives at CC Young and keep your mask and shield on while you are on campus, including your loved one's home.
 - Given the increase in numbers in Dallas County, we have made the decision to suspend all visitations from Thanksgiving on November 26 until December 7.
 - If residents choose to leave campus for Thanksgiving, then they will be required to quarantine on return.
 - We are continuing to evaluate quarantine protocols needed due to potential exposures during Christmas and New Year's. We will notify everyone once a decision has been made on how to handle these holidays safely.
 - Remember that the administrators for each level of care can assist with questions.

Please understand that these guidelines are evolving based on situations we have already experienced since starting visitations in October. We have had *multiple examples* where essential caregivers have visited, then let us know just after the visit that they have found out they were exposed to COVID-19 prior to the visit and/or have been diagnosed as COVID-19 positive. It is essential that all visitors and residents wear their masks and face shields while together during the visitation process. In an article posted online on November 11, 2020, the CDC posted a study indicating those who wore masks during “high-risk exposures” dropped their chance of infection by 70%. We cannot stress this enough. Please do your part and wear your masks and shields while visiting. It only takes one exposure to potentially infect many others on our campus.

Meanwhile, daily operations and new virtual programs continue all over campus. Thankfully, we recently finished an upgrade to the Audio Visual system at The Point which provides virtual programming opportunities not previously available to us. From all reports, residents are engaged and enjoying enriching programs provided in a safe and virtual format. These last months have been busy and we expect to continue that theme in the months ahead.

Our team continues to assess ways to celebrate year-end holidays safely and will update you once plans are confirmed. As always, thank you for your continued support as we work through these logistics.

Russell Crews
President & CEO