



January 8, 2021

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

This information was recently posted to our website:

Two (2) residents on The Vista's 6<sup>th</sup> floor and two (2) employees (one in The Hillside Assisted Living and one on The Vista's 5<sup>th</sup> floor) have tested positive for COVID-19. Contact tracing, isolation and containment protocols have been implemented.

These positive COVID-19 test results update cumulative totals to twenty (20) residents and twenty-two (22) employees testing positive for COVID-19 in The Hillside Assisted Living, The Vista Assisted Living (floors 3 and 9), The Vista Skilled Nursing (floors 5 and 6) and The Overlook. All COVID-19 positive residents were transferred to a Dallas County-approved COVID-19 facility for their recovery process. All employees have been placed in off-campus quarantine for their recovery process.

A positive COVID-19 test result at CC Young triggers our COVID-19 rapid response plan:

- Isolation begins: Arrangements must be made to move residents to an off-site Dallas County-approved COVID-19 facility. Employees are sent home to quarantine.
- Residents and families are contacted with the positive test information and plan for relocation.
- Enhanced PPE protocol is immediately activated for all employees working in the area where the positive case was identified.
- Contact tracing is implemented to identify others who may have been in contact with the positive person. This includes extensive review of multiple cameras on each floor, staff and resident interviews, and other steps deemed appropriate depending on each specific situation.
- More frequent testing is implemented for all residents and staff assigned to the area where the positive case is identified.
- Public Notice must be posted on our website and at the front gate.
- Heightened testing continues along with the protocols above, including isolation and containment, until no additional positive cases are identified.
- That plan calls for even more frequent screening and monitoring of all our residents and staff for signs and symptoms of respiratory disease, multiple times per day. Employees are being tested twice weekly. All residents on floors 5, 6, 7, and 8 must also be tested as part of our response plan. That testing was carried out on the evening of 1-4-21 and we are happy to report that all other residents tested negative.
- Any roommate of a resident who has symptoms will be tested and will also be moved to a separate room and isolated for at least 14 days per CDC guidelines.
- You will be notified immediately if your loved one is symptomatic and being tested or being isolated out of caution due to their roommate's health concern.

Rest assured we will remain in contact with you regarding any changes to status or processes.



Our goal is to provide transparent and accurate communication regarding COVID-19. The process outlined above is complex and extremely time consuming. Please understand that the steps and the process are compounded if multiple positive cases are identified at the same time. As a result, to assure the most complete communication, timing of our CC Young community broadcast is often dictated by contact tracing challenges, assessment of COVID-19 containment, notification of exposed or potentially exposed residents and staff, testing of exposed or potentially exposed residents and staff, arrangement to temporarily transfer COVID-19 positive residents to a COVID-19 designated facility and notification to family members of resident status.

We are in the surge of the surge with cases increasing throughout our city, state and the country. Hopefully, we are at the beginning of the end of COVID-19. I am pleased to report that COVID-19 vaccines began yesterday on the CC Young campus! Walgreens clinicians were here Wednesday to administer the initial dose which will take two days due to the size of our campus and the number of residents and staff involved. Walgreens chose to administer each dose over two different days:

Dose One - 1/6/21 and 1/9/21.

Dose Two - three weeks later on 1/27/21 and 1/30/21.

Walgreens reported they administered 388 initial doses of the Pfizer vaccine on Wednesday, January 6, 2021, on the CC Young campus.

We encourage all residents, resident contacts, and employees to take the vaccine for your own protection and the protection of those you love. Our protocols, combined with the vaccine and continued/heightened awareness about how the virus is transmitted, can effectively slow the spread of the virus so we can return to a semblance of normal operations in 2021. We are not there yet, so please continue to do your part and follow published guidelines to guard against COVID-19:

- Wash your hands frequently.
- Maintain a distance of at least 6 feet from others when possible.
- Wear a mask over your nose and face when you are around others.
- Cover your coughs and sneezes.
- Clean and disinfect frequently touched surfaces daily.
- Monitor your health and be alert for possible symptoms of COVID-19.

Russell Crews  
President and CEO