



March 24, 2021

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

The increasing availability of COVID-19 vaccinations is driving change in national and state guidelines for visitation. Wednesday, March 10, 2021, the Centers for Medicare & Medicaid Services (CMS) revised their September 17, 2020, directive on visitations. Texas Health and Human Services Commission (HHSC) later followed with their revisions on March 22, 2021. In combination, these new guidelines significantly impact CC Young's COVID-19 protocols.

**These new COVID-19 protocols will be effective for CC Young on Thursday, March 25, 2021.**

With these new rules, HHSC has identified two types of visitors: Essential Caregivers and General Visitors. A resident would be limited to receiving only Essential Caregivers (2 people over 18) if the resident is COVID-19 positive. All other Residents may receive General Visitors, with no limit on the age or number of visitors. The requirements are different for these two groups, so CC Young's COVID-19 protocols have changed accordingly.

**The following protocols apply to all visits:**

1. Visitors are allowed for all Residents in all levels of care - daily between 9:00am and 10:00pm.
2. Visitors are not required to be tested for COVID-19 upon arrival.
3. Visitors are still required to complete the screening questionnaire at the front gate COVID-19 screening area, have their temperature taken, and proceed directly to the Resident room or apartment. (See parking locations on Page 3.)
4. Visitors will no longer be required to be escorted by CC Young staff to Resident rooms or apartments.
5. Visitors may drop off and pick up items directly to/from Residents at any time.
6. Visitors should restrict their time on campus to visiting only their loved one and not visiting other Residents or other areas on campus.
7. Visitors are not required to be vaccinated (or show proof of such) as a condition of visitation.
8. If a **Resident** is fully vaccinated, the Resident can choose to have close contact with their General Visitor.
9. Visitors and Residents must wear a face mask and maintain infection control protocols while visiting. As a result, Visitors may not eat or remove their mask while visiting.
10. Visitors are not allowed to dine in communal dining rooms due to space limitations and infection control protocols.



### **Essential Caregiver Visits in Resident Rooms or Apartments Only:**

1. These visits are only for those Residents with positive COVID-19 diagnosis.
2. Visitors must be “designated” caregivers by completing paperwork in advance with the applicable Administrator based on level of care.
3. There is no limit to the number of days Essential Caregivers can visit between the hours of 9:00am and 10:00pm.
4. Essential Caregivers will have their identity verified by staff.
5. Up to two designated Essential Caregivers may visit at a time.
6. Essential Caregiver visits must be scheduled in advance on Sign-Up Genius. (See Page 3 for link.)
7. If visiting as Essential Caregiver, full PPE is required including mask, face shield, gown, and gloves.
8. Visitors and Residents may not eat or remove mask while in the Resident room or apartment.
9. Newly designated Essential Caregivers will need to complete registration paperwork prior to the initial visit.

### **General Visitors: For Indoor Visits with 5 or more Visitors**


To assist staff in completing required infection control protocols, these visits must be pre-scheduled via Sign-Up Genius. The location will be determined based on availability. Please discuss plans for large group visits with your Administrator or your Life Enrichment professional prior to the event. (See Page 3 for link.)

### **General Visitors: For Outdoor Visits with any number of Visitors**

1. To assist staff in completing infection control protocols, visits must be pre-scheduled via Sign Up-Genius. (See Page 3 for link.)
2. In order to provide access to multiple residents, outdoor visitation is limited to a two hour block. The visitation time may be continued in the Resident room before or after the outdoor time.
3. Designated outdoor visitation spaces are:
  - Central Park – any area **EXCEPT** directly under Pavilion
  - Vista Sensory Garden
  - Hillside Patio
  - Overlook Courtyard
  - Asbury Courtyard
  - Individual Resident patios or balconies

### **Continued Infection Prevention Guidelines:**

1. Face masks, social distancing and hand hygiene are required and enforced.
2. CCY will continue frequent cleaning and disinfecting “high touch” common areas.
3. CCY staff will discontinue wearing face shields in all levels of care unless staff person is providing direct care to someone in quarantine at which time full PPE is required. KN95 masks are to be worn in Vista Health Center (floors 5, 6, 7, & 8); gowns and gloves are required in areas with patient contact are those that are considered “warm” and “hot” areas.

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4. Residents may wear surgical masks rather than N95 or KN95 masks.
  5. Testing will continue for CCY Staff in licensed facilities as mandated by CMS. (Example: As of today, Dallas County positivity rate is 5.6% so staff is tested once a week.)
  6. Residents will be tested when symptomatic or as contact tracing protocols dictate.

**Sign-Up Genius Link:** [Click HERE!](#)

**Parking:**

- Vista and Hillside visitors may park in The Vista parking garage.
- Independent Living visitors should park in any spaces available elsewhere on campus - except numbered spots at Asbury.
- Employees must park in designated staff parking according to our published map.

**Additional points of interest:**

- Delivery services are allowed to deliver directly to Resident rooms and apartments. These services include, but are not restricted to, companies such as Amazon, UPS, grocery stores, pharmacies, Uber Eats, InstaCart, Dallas Morning News, etc.
- Movers are allowed on campus with no testing required. Two (2) family members may be present on the day of the move and may stay until 10:00pm to help their loved one unpack and settle in. They can also return as many days following the move to complete their unpacking.
- The CCY team at the front gate COVID-19 screening area will continue to screen visitors and check temperatures on arrival. The only visitors turned away will be those with a temperature or other COVID-19 symptoms and/or who have had exposure to someone who is COVID-19 positive or been diagnosed COVID-19 positive within the previous ten days.
- The CCY team at the front gate COVID-19 screening area will no longer deliver any packages to Residents.
- The Point remains closed to outside visitors from the community for the time being as we adjust to these new COVID-19 visitation protocols.
- The Point room capacities remain unchanged at this time.

We are excited that restrictions are loosening and that Residents and families can reunite. The absence of family support has been felt by all of us. Let us all pray that positivity rates continue to drop and vaccination rates continue to rise. If we all continue to wear our masks and follow social distancing guidelines, we should be able to avoid another surge and move forward with a sense of normalcy in our lives.

We appreciate your continued support. Thank you.

Russell Crews  
President and CEO