



## **WEEKLY UPDATE**

**May 15, 2020**

Dear Residents and Families/Representatives,

We want to take this opportunity to update you regarding COVID-19 and our facility. As always, but especially now as we deal with the new coronavirus pandemic, we strive to be timely and transparent in the information we provide. As such, please read the information below so that you are aware of what is going on in our facility and know the steps we are taking to keep our community safe.

### **CURRENT COVID-STATUS**

As of today, the facility has tested 119 residents and 105 staff members for COVID-19. Of those tested, no residents tested positive for COVID-19. One employee tested positive at an out-patient clinic. The employee recovered and returned to work at the facility after two negative tests completed by the facility. We reported this case to the required health officials and are working closely with them to prevent further spread of COVID-19 in our facility.

### **WHAT WE ARE DOING**

We want to assure you that the safety of our residents and staff remains our top priority and we are working hard to keep everyone safe and prevent further spread of this virus in our community. We continue to follow the recommendations and guidance of our federal, state and local health officials, including the Centers for Disease Control (CDC) and the Centers for Medicare and Medicaid Services (CMS), such as:

- Only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering.
- Residents are continually monitored.
- Housekeeping is performing regular deep cleanings of the facility.
- Staff receives education and wears personal protective equipment (PPE) as recommended by the CDC.
- Group activities have been suspended and staff is providing individual activities for residents.
- We are implementing isolation protocols as required.
- We encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

## **FUTURE COVID-REPORTING**

In an effort to provide you with up-to-date information about COVID-19 in our facility, we will notify residents and representatives of newly confirmed cases of COVID-19 as well as when three (3) or more residents and/or staff present with new onset respiratory symptoms that occur within seventy-two (72) hours. We will also update you with any new steps we are taking to prevent and reduce the risk of transmission of COVID-19.

To ensure that all parties are notified as quickly as possible and have access to the most recent notifications, **we will post all updates on our facility website at [www.courtyardsatpasadena.com](http://www.courtyardsatpasadena.com)**. We will provide specific updates to representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19.

## **CONTACT US**

We understand these uncertain times bring up many questions, and while we are making every effort to provide you with as much information as possible, we are happy to answer any questions. Please contact us directly at 713-477-7877.

Sincerely,

*Lisa Stephens*

Lisa Stephens  
Administrator

**May 22, 2020**

Dear Residents and Families/Representatives,

It is hard to believe that it has been over two months since COVID-19 so drastically changed our lives. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19 in our facility.

We are happy to report that we have not had any additional cases of COVID-19 in our facility since our update last week in which we reported that one staff member tested positive for COVID-19.

We are committed to making our facility COVID free and we will continue to implement and practice enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will continue to post updates on our facility website and we will individually notify representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19.

Again, please check our website for more updates and information. If you have any questions or concerns please contact us directly 713-477-7877.

Sincerely,

*Lisa Stephens*

Lisa Stephens  
Administrator

# The Courtyards at Pasadena

## WEEKLY UPDATE

May 29<sup>th</sup>, 2020

Dear Residents and Families/Representatives,

Please accept this letter as The Courtyards at Pasadena weekly update to keep you informed about the status of COVID in our facility and what our facility is doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

As of today, we have no confirmed cases of COVID-19 in our facility. The facility tested all staff and residents on April 9<sup>th</sup> and again on May 19<sup>th</sup>, and at this time no positive cases have been identified.

As we have previously reported, we continue to practice the enhanced safety precautions recommended by our federal, state and local health officials. Only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

We are sorry to report that we are still experiencing technical issues and are unable to post these updates on our website as we had anticipated. As such, we are mailing you this update out of an abundance of caution to ensure you receive this information about our facility. Please continue to check our website at [www.courtyardsatpasadena.com](http://www.courtyardsatpasadena.com) as we look forward to the issues being resolved within the next few days.

As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly 713-477-7877.

Sincerely,



Lisa Stephens  
Administrator