



July 1, 2020

Dear Residents and Families/Representatives,

Please accept this letter as The Terrace at Denison's weekly update to keep you informed about the status of COVID in our facility and what we are doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. The Terrace at Denison tested each resident and employee on May 7, 2020 and have not had any suspected cases to date.

Our facility continues to follow the CDC and our local health department's guidance for all appropriate precautions and preventative measures to protect our residents and staff during this pandemic, including visitation recommendations. As such, and in accordance with the guidelines available to us, we are still continuing restrictions on visitation at this time.

We realize how difficult it is not to be able to see your loved ones, and we continue to closely monitor the situation in hopes that we can reopen for visitation soon. However, it is our responsibility to make sure your loved ones are as safe as possible and reopening our facility to visitors too soon could increase our residents' risk of exposure to COVID-19. As such, and for the safety and well-being of our residents, please continue to reach out to your loved ones through phone, FaceTime, letters and e-mail and feel free to contact us directly if you need assistance facilitating that communication. You can also visit your loved one with window visits. Our staff will be happy to bring your loved one to our front lobby and you can enjoy our patio furniture while seeing and talking with your loved one through the window. We also can assist you with finding your loved one's window to their room where you can see and visit through the window as well. Please call The Terrace at 903-465-7442 to let us know when you would like to set up a window visit and we will be happy to assist.

As a reminder, 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.

Please continue to check our website for updates. 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 at 903-465-7442.

Sincerely,

Erin Clemens
Administrator



WEEKLY UPDATE

July 16, 2020

Dear Residents and Families/Representatives,

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. We have had zero cases of COVID-19 at The Terrace at this point and working diligently to keep it out of our facility.

As the number of coronavirus cases throughout the country are rapidly changing, we continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as 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.

Please also remember what you can do to help stop community spread of this virus, such as practicing hand hygiene, social distancing, practicing proper cough etiquette, using face masks, and cleaning and disinfecting frequently touched surfaces daily.

Please continue to check our website for weekly updates as well as notification of new cases. 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 at 903-465-7442.

Sincerely,

Erin Clemens

Erin Clemens
Administrator



WEEKLY UPDATE

July 23, 2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. The Terrace tested each employee and resident on May 7, 2020 and all results were negative. We have had zero cases of COVID at this point.

As you might already know, the federal government announced last week that it is going to send point-of-care testing supplies for COVID-19 to all skilled nursing facilities in the country. We hope this means better access to testing and faster results for our staff and residents, but we will keep you posted as we get more information and details on this development. As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as 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.

Please continue to check our website for weekly updates as well as notification of new cases. 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 at 903-465-7442.

Sincerely,

Erin Clemens

Erin Clemens
Administrator



WEEKLY UPDATE

July 29, 2020

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. The Terrace tested each employee and resident on May 7, 2020 and all results were negative. We have had zero cases of COVID at this point.

As you might already know, the federal government announced last week that it is going to send point-of-care testing supplies for COVID-19 to all skilled nursing facilities in the country. We hope this means better access to testing and faster results for our staff and residents, but we will keep you posted as we get more information and details on this development. As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as 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.

Please continue to check our website for weekly updates as well as notification of new cases. 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 at 903-465-7442.

Sincerely,

Erin Clemens

Erin Clemens
Administrator



WEEKLY UPDATE

July 9, 2020

Dear Residents and Families/Representatives,

We hope everyone had a fun and safe July 4th weekend! We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. We have had zero cases of COVID-19 at The Terrace at this point and working diligently to keep it out of our facility.

We continue to follow our federal, state and local health officials' recommendations and guidance for all appropriate precautions and preventative measures that we have reported to you on our website and previous weekly updates.

With the growing number of COVID-19 cases in certain areas of the country, it is important to remember what you can do to help prevent community spread of the virus. You should wash your hands often with soap and water for at least 20 seconds, avoid close contact with people who are sick and people who don't live in your household by maintaining six feet of distance between you and them, cover your mouth and nose with a cloth face cover when around others, cover coughs and sneezes using the inside of your elbow and immediately wash your hands with soap and water for at least 20 seconds, and clean and disinfect frequently touched surfaces daily.

Please continue to check our website for weekly updates as well as notification of new cases. 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 at The Terrace at Denison 903-465-7442.

Sincerely,

Erin Clemens

Erin Clemens, LNFA
Administrator