

COVID-19 ALERT
Information Release
May 29, 2020

To the Hickory Hill Family: its residents, staff, family members, and the community at large.

Hickory Hill Retirement Community has recently fallen victim to the COVID-19 virus. This release will provide as much factual information as possible to educate the reader on what is transpiring at our facility and what we are doing in response to the immediate challenge.

From the outset of the Corona Virus outbreak in the United States, Hickory Hill reacted **proactively**. On March 12th (prior to our Governor's stay-at-home order) we implemented a rigorous modification to our operations which included a total lockdown of the facility. No one in and no one out, except essential healthcare personnel (HCP). Our Family members already know this, but they too, were precluded from coming to visit their loved ones in the interest of protecting the well-being of the residents. All off-site resident transports were suspended. Upon coming to work, each staff member is temperature-checked/screened and if found to have a fever greater than 99.5 deg F with symptoms or 100 deg F with no symptoms, they are not permitted to enter the building. Food service and supply vendors have left their deliveries outside the door, and our staff disinfected the boxes before bringing them into the facility. Likewise, our housekeeping staff continuously wipe down/disinfect frequent touch surfaces such as doors, furniture, door handles, handrails, keypads, and bathrooms. In-house doctor/therapist visits were suspended. Instead, all routine medical exams have been conducted via Skype. The only medical service providers that have been in our building since March 12th have been hospice registered nurses, one x-ray technician, and EMTs to respond to resident emergencies. With respect to personal protective equipment (PPE), our **entire** staff continues to be masked. All HCP are gloved and gowned as appropriate. Frequent hand washing has been rigorously enforced. Residents are temperature-checked every morning. If temperature is greater than 98.6 deg F, they are re-temped two additional times daily. Residents experiencing any adverse health symptoms are quarantined in their room and observed by our nursing staff until their condition resolves. Management conducts weekly staff meetings to share relevant information, education, feedback and to provide specific direction to our entire staff. **Under this protocol, the Hickory Hill resident population remained COVID-19 free for 10 continuous weeks.**

On April 23rd, one Hickory Hill HCP tested positive for Corona Virus. She has since recovered, retested negative, and returned to duty. Over a month later, May 27th, we received our first positive test result for a resident. As of this writing, Hickory Hill has (4) HCPs and (8) residents testing positive for the virus within our assisted living wings. No residents in our Memory Care Wing have become symptomatic.

This setback is unfortunate. However, Hickory Hill Management has responded swiftly and aggressively to thwart the future spread of this disease within the facility. More stringent measures have been implemented within the assisted living wings, to include the following:

- 100% quarantine of resident population. Each resident is restricted to their own room.
- Communal dining and activities have been suspended. Meal service is provided to each resident in their respective rooms.
- Restrict internal movement of HCP within the building. HCP are dedicated to individual wings to minimize possibility of cross-contamination. Only our Registered Nurse and nursing supervisors are allowed full facility access.
- Stage individual PPE at each resident room doorway (gown, gloves, disinfectant wipes, etc.)

- Isolate resident rooms that become vacant once an infected occupant is transported to a medical facility. When fully disinfected, the room may open back up.

The Hickory Hill Management team is committed to providing the best possible service in a safe environment for each of its residents. We sincerely thank our residents and family members for their prayers and continued trust in us to deliver that service. As they say, "We are all in this together". And together, we will all get through this difficult and challenging period.

Very Respectfully,
Dolores V. Mullens, Administrator
Hickory Hill Retirement Community, LLC

.