



June 03, 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, we are happy to report that our facility has no confirmed cases of COVID-19. We were able to test our staff and residents on 5/26/20. Our results indicate we are in a pending status and will share results when all are received. A nurse will contact you directly with those results in regard to your loved ones here at Falcon.

WHAT WE ARE DOING

The safety of our residents and staff is our top priority and we will 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 the building.
- 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 you of newly confirmed cases of COVID-19 as well as when three or more residents and/or staff present with new onset respiratory symptoms that occur within 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 <http://www.falconridgerehabsuites.com/>** under the COVID-19 information tab. 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. We also encourage you to visit the CDC website (www.cdc.gov) to learn more about COVID-19 and how you can help prevent the spread of this virus.

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 discuss any questions or concerns you have. Please feel free to contact us directly at **512-840-7000** and ask for **Adrianna Rodriguez**.

Sincerely,

Adrianna Rodriguez
Administrator



WEEKLY UPDATE

06/13/2020

Dear Residents and Families/Representatives,

As of today, our facility has one confirmed case of COVID-19. We have taken all precautionary measures to ensure the safety of our residents and staff. We continue to monitor residents and staff members for signs and symptoms and have asked all staff and contractors not to enter the building if they are feeling ill or have been around a person with COVID-19 and or symptoms. Our staff continues to practice the enhanced safety precautions we have previously reported to you through our website and we are closely monitoring the recommendations of our federal, state and local health officials regarding all aspects COVID-19 from mass testing to visitation recommendations.

In fact, as Texas loosens COVID-19 restrictions throughout the state, many people are asking when they will be able to visit their loved ones. At this time, the Centers for Medicare and Medicaid Services (“CMS”), the Centers for Disease Control (“CDC”) and our state health officials still recommend we restrict social visitation and only allow essential personnel in the facility. Please understand these restrictions are in place to reduce the risk of transmission of COVID-19 in our facility and to keep our residents safe.

We understand how difficult it has been to not see and visit your loved ones over the past several months and we appreciate your patience and understanding during this time. Until it is safe to allow visitors, please remember that we encourage you to stay in touch with your loved ones through FaceTime, emails, letters and phone calls. Falcon Ridge is still providing facetime, phone calls, and are in the process of finalizing details for June’s parade. Please let us know if you are having trouble connecting with your loved one and we will be more than happy to facilitate your communication.

Please remember 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. As always, please contact us directly **512-840-7000** if you have any questions or concerns.

Sincerely,

Adrianna Rodriguez



Administrator



Notification and Weekly Update

June 15, 2020

To Our Valued Residents, Families and Representatives:

We want to inform you that Falcon Ridge Rehabilitation recently learned that one of our staff members tested positive for COVID-19. While we are disappointed that COVID-19 is in our facility, we are acting quickly to stop further spread of this virus and are following the recommendations of our federal, state and local health officials.

We will continue to practice enhanced safety precautions, such as, only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering the building, all 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, and 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.

We will update you through our website in the event we receive confirmation of additional COVID cases in our facility, so please continue to check www.falconridgerehabsuites.com. Also, we encourage you to visit the CDC website (www.cdc.gov) to learn more about COVID-19 and how you can help protect yourself and others against the spread of this virus.

If you have any questions or concerns, please feel free to contact us directly at 512-840-7000.

Sincerely,

Adrianna Rodriguez

Adrianna Rodriguez
Administrator



WEEKLY UPDATE

06/23/2020

Dear Residents and Families/Representatives,

As of today, 3 residents and 4 staff members have tested positive for COVID-19. We have completed our second COVID-19 testing on 6/19/20 and these are the results after this test. We have taken all precautionary measures to ensure the safety of our residents and staff. We continue to monitor residents and staff members for signs and symptoms and have asked all staff and contractors not to enter the building if they are feeling ill or have been around a person with COVID-19 and or symptoms. We ask that all items being brought to residents at the facility, be placed on hold until further notice.

While we focus on stopping further spread of this virus in our facility by continuing to follow the recommendations of our health officials and practicing the enhanced safety measures we have previously reported to you, we also want to make sure our residents' daily routines are as normal as possible and that they are having some fun, too! We are assisting with facetime and window/door visits as well as providing one on one activities with your loved ones.

As always, please continue to check our website for updates. 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 512-840-7000

Sincerely,

Adrianna Rodriguez

Adrianna Rodriguez
Administrator



WEEKLY UPDATE

06/09/2020

Dear Residents and Families/Representatives,

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Sincerely,

Adrianna Rodriguez
Administrator