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MEMORANDUM

To: Residents and Families
From: Charlie Wilson, Senior Vice President
Date: April 9, 2020
Re: Understanding the PUI Designation and BRS's Response

The timely communication of accurate information is one the ways Buckner is committed to mitigating risk for residents and giving peace of mind to their families. Part of that process includes a comprehensive communication plan to alert one of our communities when a resident might be considered a Person Under Investigation (PUI).

The Centers for Disease Control issued the following definitions concerning the virus:

1. **Person Under Investigation (PUI):** Any person who is under investigation for having the virus that causes COVID-19, or who was under investigation but tested negative for the virus.
2. **Laboratory-confirmed case of COVID-19:** Any individual who has tested positive for the virus that causes COVID-19 in at least one respiratory specimen.

The CDC lists [symptoms of coronavirus](#) as fever, cough and shortness of breath. These symptoms are also consistent with other viruses, infections and respiratory conditions, which is why doctors will often run a number of tests prior to a test for COVID-19.

We do not want to scare you or overwhelm you with communication about a PUI because it could be days before doctors know the cause. That is why we have the following PUI communication methods:

Real-time website updates: Please visit the BRS website (www.BucknerRetirement.org) for a real-time tracker of any PUIs our community may have. You may call 855-754-3338 with questions at any time.

Weekly resident updates: Each of our residents will receive a letter detailing any pending or negative PUI cases in the community along with a reminder of best safety practices. These notices will also be posted around the community.

In addition, we have mounted posters around the community that define PUI versus lab-confirmed case.

In the event of a laboratory-confirmed positive case of COVID-19, residents can expect to receive a printed notification, while families of residents will receive a phone message from the community's executive director via our OneCall messaging system.

The safety and protection of those we serve, and our staff are the highest priorities for Buckner Retirement Services. Thank you for your patience and understanding during this unprecedented time. We are committed to keeping you informed.

Please consider sharing this information with family members.