

Buckner Retirement Services Weekly Update

May 26, 2020

Dear Buckner Residents and Families,

Monday was a day of remembrance as we celebrated Memorial Day. It is important to remember the sacrifices made for us by those who protect our great nation at home and abroad.

Gratitude is an important part of honoring and remembering those who have given so much. I am personally grateful for those in the military service and for first responders who sacrifice so much for each one of us. Buckner is honored to serve several residents in our communities who served in the military, and on behalf of all of us, let me express how thankful we all are for your service.

This is also a good time to express our gratitude for the frontline service of the associates who work at our six communities. These have been difficult days for all of us and I am extremely thankful for our associates who are so committed to serving. Early on, as many of you saw the dedication of our team, you asked to express your gratitude in a tangible way. If you would like to make a gift to the Buckner Employee Assistance Fund, please click [here](#). Your donation is used to help associates.

Since Gov. Greg Abbott's May 11 order that all nursing home residents and staff be tested for COVID-19, our team has responded in extraordinary ways to minimize the impact of the testing on residents. Thank you for your patience as we have begun implementing testing. As of this report, we have not had any residents test positive for the virus. However, we still have more testing to do.

As we have stated previously, we want to be realistic about what 100% testing of the community means. Based on what other communities around the country are experiencing, we believe it is likely testing will reveal some asymptomatic residents or staff – and we are going to be prepared.

The CDC has detailed guidelines regarding asymptomatic lab-confirmed positive tests that our team will follow. Likewise, the Texas Health and Human Services Commission (HHSC) outlined response protocols specific to nursing homes and senior living communities, which is also the basis for our response.

In the event a resident, associate, or third-party provider test positive, we will notify all residents and authorized emergency contacts immediately of the overall results, while respecting the privacy requirements of the Health Insurance Portability and Accountability Act (HIPAA). Notifications will be made to residents via printed letters and to authorized emergency contacts via our OneCallNow phone, text message and email system. Letters will also be mailed to authorized emergency contacts.

Please continue to visit the BRS website (www.BucknerRetirement.org) for a real-time tracker of any PUIs or cases our community may have. Also available online is a list of [Frequently Asked Questions](#) (FAQ) related to the Governor's orders and our community-wide testing for your reference – and you may call 855-754-3338 with questions at any time.

The Gold Ribbon Campaign:

We recently launched the **Going Gold for Senior Living** initiative, a gold ribbon support campaign designed to highlight and encourage senior living residents and staff. I hope you will join us in supporting our residents and staff by displaying a gold ribbon outside your home.

Since launching the campaign two weeks ago, LeadingAge Texas, the leading organization that supports nonprofit senior living in the state, has joined in and is promoting the campaign to all of its members. Please check your community's Facebook page for information. Be sure to use #SupportSeniorLiving.

Resident Survey:

We were curious to learn how residents are responding to the coronavirus situation, so we asked. The survey was distributed to 140 senior adults living across six different Buckner Retirement communities in Texas in early May. The anonymous survey results provide a look into the communities and show how senior adults feel about current safety policies, how they are spending their time and what they feel are the most inconvenient parts of the pandemic.

I think you'll enjoy the results of the [survey](#), which provides a glimpse into what life is like now in our communities.

Resources:

As a reminder, we provide real-time status about the coronavirus on our [website](#) for residents, families, and staff. Let me encourage you to check it often. In addition to the website, we are utilizing a system called OneCallNow that allows us to contact you through voice, text message and email. We are working hard to make sure our community alerts reach each resident's authorized emergency contacts, and we appreciate your feedback and understanding as we improve the process.

Each week, we also print out hard copies of any PUI notifications and provide those direct to residents in their rooms. In the unfortunate event there is a positive test, we will utilize all the above forms of communication as well as mail printed notifications to family listed by the resident as the primary contact.

We are grateful for the opportunity to serve you. We are doing our best to communicate regularly so you feel informed and up to date. I hope that if you have any questions, you will reach out to the leadership at your local community.

Sincerely,
Charlie Wilson
Senior Vice President
Buckner Retirement Services