

## **Buckner Retirement Services Weekly Update**

### **June 8, 2020**

Dear Buckner Residents and Families,

These past three weeks have been extremely hectic as we worked to complete 100% testing of all nursing home residents and associates who work in nursing homes. I am so proud of the cooperation and teamwork exhibited across all our communities as we have worked to keep our communities safe, serve residents, while testing for COVID-19. As I reported last week, we have completed testing of all residents and associates in all nursing levels in all six of our communities in accordance with Governor Abbott's orders.

We are thankful for the ability for community-wide testing, as it adds another layer of risk mitigation to our communities by being able to identify and isolate asymptomatic positive residents and staff. As of today, we have surpassed more than 75% of all residents receiving a COVID-19 test.

Results will continue to come in over the next couple of weeks, as the labs across Texas work to meet increased testing. As of today, we have discovered two asymptomatic positive associates at Buckner Villas, as well as two symptomatic positive associates and one asymptomatic positive associate at Ventana. A person who is asymptomatic positive for COVID-19 is not displaying symptoms of the virus but can still transmit the virus and pose a direct threat to the health of others. All five associates are following our isolation procedures.

As a kid, my dad was my hero. He was also a big influence on my life and career path. Growing up in Amarillo, I watched my dad serve as the medical director for six nursing homes. He was dedicated to his work and to the residents he served. Everyone loved him.

Three of my grandparents lived in a nursing home in Amarillo, and I remember visiting them. I loved the staff who served my grandparents, and it always struck me how genuine those caregivers were and how much they truly cared about the ones they served.

Watching the associates who work at our Buckner senior living communities over the past several weeks drew me back to those memories. It has been amazing to see the dedication of these frontline heroes who, every day, show up to serve. I have seen in them the same genuine servant's spirit that first drew me to a career in senior living.

These unusual times have called on all of us to unite in ways we never dreamed would be needed. Together, associates, residents, and family members have battled the threat of COVID-19 and formed a unique bond.

For us, the soldiers on the frontlines are the associates at Buckner. During a time when most people are isolating at home, our associates are showing up every day to take care of the residents. I am extremely grateful for the frontline service of all our associates. Their commitment is admirable, as is the patience, love and support coming from our residents and their families.

I've put these thoughts and more into a video, in case you have a moment to watch: <https://youtu.be/6BalrkEmDw>.

If you haven't yet displayed a gold ribbon outside your home, I urge you to do so. The Going Gold for Senior Living campaign is about all of you.

Another way to directly support our associates is by making a gift to the Buckner Employee Assistance Fund. To do so, visit [Buckner.org/EmployeeAssistance](https://www.buckner.org/EmployeeAssistance). Any contribution is greatly appreciated.

Please continue to visit the BRS website ([www.BucknerRetirement.org](http://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.

Along with other leaders at Buckner, I spent 10 hours last week in strategic planning sessions with a consultant. While our planning included a lengthy discussion about the impact of COVID on senior living, we spent hours dreaming about the future of senior services at Buckner, looking 10 years into the future. In the coming days, we will be putting together a comprehensive strategic plan that ensures not only the future of Buckner but has at its core the customers we serve – residents and families. Thank you for giving us the opportunity to serve you.

Sincerely,  
Charlie Wilson  
Senior Vice President  
Buckner Retirement Services