

Buckner Retirement Services Weekly Update

July 21, 2020

Dear Buckner Residents and Families,

Amid the pandemic, our commitment to service excellence continues. Over the weekend, the Centers for Medicare & Medicaid Services (CMS) released its [updated ratings](#) on nursing home facilities around the country, and all five of our eligible nursing care areas in Buckner senior living communities received a perfect five stars for overall quality.

These five-star ratings were applied to our nursing care areas in Buckner Villas, Westminster Place, Calder Woods, Parkway Place, and Baptist Retirement Community. The nursing facility at Ventana is still too new to qualify for review, but we are confident it already reflects the same level of nursing care excellence you expect from Buckner.

As you've probably noticed, CMS and CDC (Centers for Disease Control & Prevention) are our two most frequently cited resources when it comes to mitigating risk of coronavirus transmission. This makes a five-star rating from CMS for our nursing care areas even more important for our communities to earn, as it represents our adherence to the policies and procedures specifically designed to combat the virus and serve our residents.

Since the very earliest stages of the pandemic, our Buckner teams across all care levels and all communities have studied the ever-growing amount of information coming from government health agencies. To date, this has amounted to reading thousands of documents, as the information pertaining to the virus increases to match our collective evolving knowledge.

I promise you that this will continue as long is necessary. We will continue to consult a wide array of experts – locally, nationally, and globally – when making every decision on how to best care for all senior adults residing in our communities.

For daily updates of all PUIs and cases, please continue to visit the BRS website (www.BucknerRetirement.org) for our community tracker and timelines, as well as our lists of [Frequently Asked Questions](#) (FAQ) for your reference –you may also call 855-754-3338 with questions at any time.

Thank you for your trust, patience and support.

Sincerely,
Charlie Wilson
Senior Vice President
Buckner Retirement Services