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## MEMORANDUM

**To: Residents and Families**  
**From: Charlie Wilson, Senior Vice President**  
**Date: August 7, 2020**  
**Re: HHSC Announces New Visitor Policies**

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On Thursday, August 6, 2020, Texas Health and Human Services (HHSC) announced new limited visitor rules for nursing facilities and long-term care facilities. While this is a first step towards reuniting residents in Nursing, Assisted Living and Memory Care with their loved ones, there are still many logistical aspects of the announcement that need clarification before we can begin opening our communities.

Our team is working directly with HHSC and the state to obtain further details on how their rules will translate to continuing care communities so that we can properly adhere to each of HHSC's steps to best mitigate risk for residents.

In the coming week, we will be in touch with residents and authorized emergency contacts at each of our communities to provide more concrete details. Once we have these details, we will also be able to give dates for when specific care levels at each Buckner community will be able to allow visitors and what the process will be to remain in compliance with HHSC's mandates.

Thank you for your patience as we work to get answers from the state in order to welcome guests as quickly as possible.

***Please share this information with family members. You may call 855-754-3338 with questions at any time.***

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