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MEMORANDUM

To: Residents and Families
From: Charlie Wilson, Senior Vice President
Date: September 17, 2020
Re: HHSC Announces Extended Nursing Visitor Policies

On Thursday, September 16, 2020, Texas Health and Human Services (HHSC) announced new limited caregiver and visitor rules for nursing facilities and long-term care facilities that will go into effect on September 24th. This announcement is an encouraging step towards reuniting residents in Nursing with their loved ones. HHSC will issue specific guidelines before we can begin allowing caregivers and visitors in the nursing area of our communities. Our team is working directly with HHSC and the state to obtain further details.

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 we can begin accepting outside caregivers and visitors and what the process will be to remain in compliance with HHSC's mandates.

In the meantime, it is important that family members begin educating themselves on the proper protocol for [donning and doffing personal protective equipment \(PPE\)](#) which will be a requirement for outside, family caregivers coming into the community. More information will be provided on this process as we learn more about specific guidance from HHSC.

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.