

## **Buckner Retirement Services Weekly Update October 13, 2020**

Dear Buckner Residents and Families,

As we work with you to identify and approve essential caregivers, and we work with Texas Health and Human Services (HHSC) to gain approval for health care visitors, I want to discuss the logistics of scheduling our guest experiences.

HHSC regulations require that all health care visitors be monitored by Buckner associates, while all essential caregivers must be escorted to and from a resident's room by an associate. To allow for monitored visits, all guest experiences must be scheduled in advance using our online scheduling system. Each community will notify you when their system is activated on their homepage.

In addition, all visitors must complete our screening process upon arrival, and all designated guest experience areas must be cleaned and sanitized between uses. This requires advance planning and dedicated staff.

I'm telling you this, so you understand why we have a limited number of guest experience reservations per day. Please be patient and know our teams will work to accommodate everyone as much as possible.

Your community's executive director will send out a more detailed look at the visitor safety standards specific to your community as soon as HHSC gives them the green light. We are all dedicated to safely reuniting our residents and families.

For a detailed timeline regarding COVID-19 cases specific to your community, visit [Tinyurl.com/BucknerPandemic](https://tinyurl.com/BucknerPandemic). The following is a summary for quick reference:

### **Community COVID-19 Active Case Summary (Residents & Associates)**

	<b>Active PUIs</b>	<b>Active Positive Cases</b>
Baptist Retirement Community	0	2
Buckner Villas	0	0
Calder Woods	1	1
Parkway Place	0	0
Ventana	1	1
Westminster Place	0	0

Please continue to visit the BRS website ([www.BucknerRetirement.org](http://www.BucknerRetirement.org)) for our community case tracker and timelines, as well as our lists of [Frequently Asked Questions](#) (FAQ) –you may also call 855-754-3338 with questions at any time.

Thank you for allowing us to serve you, and God bless.

Sincerely,

Charlie Wilson  
Senior Vice President  
Buckner Retirement Services