

WEEKLY UPDATE

06/11/2020

Dear Residents and Families/Representatives,

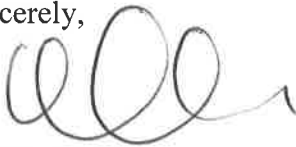
As of today, our facility has no confirmed cases of COVID-19. Our staff continues to practice the enhanced safety precautions we have previously reported to you through our website and we are closely monitoring the recommendations of our federal, state and local health officials regarding all aspects COVID-19 from mass testing to visitation recommendations.

In fact, as Texas loosens COVID-19 restrictions throughout the state, many people are asking when they will be able to visit their loved ones. At this time, the Centers for Medicare and Medicaid Services (“CMS”), the Centers for Disease Control (“CDC”) and our state health officials still recommend we restrict social visitation and only allow essential personnel in the facility. Please understand these restrictions are in place to reduce the risk of transmission of COVID-19 in our facility and to keep our residents safe.

We understand how difficult it has been to not see and visit your loved ones over the past several months and we appreciate your patience and understanding during this time. Until it is safe to allow visitors, please remember that we encourage you to stay in touch with your loved ones through FaceTime, emails, letters and phone calls. Please let us know if you are having trouble connecting with your loved one and we will be more than happy to facilitate your communication.

Please remember to check our website for updates. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19. As always, please contact us directly (915) 995-7230 if you have any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read 'Nicole Andujo', with a stylized flourish at the end.

Nicole Andujo
Administrator



Notification and Weekly Update

June 19, 2020

To Our Valued Residents, Families and Representatives:

We want to inform you that Las Ventanas de Socorro recently learned that one of our staff members tested positive for COVID-19. While we are disappointed that COVID-19 is in our facility, we are acting quickly to stop further spread of this virus and are following the recommendations of our federal, state and local health officials.

We will continue to practice enhanced safety precautions, such as, only essential personnel are permitted inside the facility and they are screened for signs and symptoms of illness prior to entering the building, all residents are continually monitored, Housekeeping is performing regular deep cleanings of the facility, staff receives education and wears personal protective equipment (PPE) as recommended by the CDC, group activities have been suspended and staff is providing individual activities for residents, we are implementing isolation protocols as required, and we encourage staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

We will update you through our website in the event we receive confirmation of additional COVID cases in our facility, so please continue to check www.lasventanasdesocorro.com. Also, we encourage you to visit the CDC website (www.cdc.gov) to learn more about COVID-19 and how you can help protect yourself and others against the spread of this virus.

If you have any questions or concerns, please feel free to contact us directly at 915-995-7230.

Sincerely,

Nicole Andujo

Nicole Andujo
Administrator



WEEKLY UPDATE

06/23/2020

Dear Residents and Families/Representatives,

As of today, 0 residents and 2 staff members have tested positive for COVID-19. COVID-19 staff testing was conducted on June 16th, which resulted in the two positive employee test results on June 19th. The 2 COVID positive staff members were immediately sent home to self-quarantine per the Centers for Disease Control and the Texas Department of Health guidelines. On June 23rd, staff and resident testing was conducted with final results expected on June 26th. Staff and resident testing will be conducted on a weekly basis until the center receives 100% negative results from staff and residents.

While we focus on stopping further spread of this virus in our facility by continuing to follow the recommendations of our health officials and practicing the enhanced safety measures we have previously reported to you, we also want to make sure our residents' daily routines are as normal as possible and that they get to see their loved ones. Families are always welcome to come and visit with their loved one through their loved one's window! We kindly ask that family do not request for staff nor residents to open their window for everyone's continued safety. The center has chairs and umbrellas as well as cold water to lend and pass out for your family visits. The chairs and umbrellas are disinfected between each use.

As always, please continue to check our website for updates. We will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly 915-995-7230.

Sincerely,

Nicole Andujo

Nicole R. Andujo
Administrator



WEEKLY UPDATE

06/4/2020

Dear Residents and Families/Representatives,

As we approach summer and states are starting to reopen slowly, we want you to know that the staff at Las Ventanas de Socorro continues to work hard to keep our residents safe and we are still following all recommendations of our federal, state and local health officials to prevent the spread of COVID-19.

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. **In house testing was completed on 5.20.2020 to include a total of 98 employees and 90 residents. Results were reported to the resident's representative listed as contact #1 in the resident chart on 5.26.2020.**

As a reminder, only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for updates. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly (915) 995-7230.

Sincerely,

Nicole Andujo, MBA, LNHA

Administrator

Las Ventanas de Socorro

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6/5/20

Dear Residents and Families/Representatives,

It is hard to believe that it has been over two months since COVID-19 changed all of our lives so drastically. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19.

Our staff has been working hard to make sure our residents are safe and we are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility.

We are committed to keeping the number of positive cases in our facility at zero. However, we recognize this is an extremely contagious virus and we must remain vigilant in practicing the enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

Due to some technical issues, we have not been able to post these updates on our website as we had anticipated. We believe these issues will be resolved soon and we plan to resume electronic updates as soon as possible. In the meantime, and until we can update our website, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 301-665-8700.

Sincerely,

Chad Breach, Administrator