



Arden Place
OF BEAUMONT

AltaMonte Care of Beaumont LLC dba Arden Place of Beaumont
COVID-19 FAQ | April 20, 2020

Has Arden Place of Beaumont had any residents or staff test positive for Covid-19?

Yes, like many other providers across the Nation and in Texas, we have now experienced a positive COVID case.

What procedures has Arden Place of Beaumont instituted in response to COVID-19?

We are currently meeting all state and federal guidelines for infection prevention and suppression measures for this disease. All staff members are wearing masks each shift and are using other Personal Protective Equipment, to safeguard them and our residents from further spread of the virus. Visitors have been restricted for weeks, with exceptions only to end-of-life care. All employees, essential health care providers, and essential supply vendors are screened before entering the facility, in accordance with state and federal guidelines, and only our employees are permitted to enter patient care areas. All residents are screened twice a day including vital signs by licensed staff. Communal dining programs are suspended. Activities have been limited to small groups that can adhere to social distancing guidance. Public and patient care areas are regularly disinfected with approved EPA disinfectant located on List N.

Have government authorities been notified?

Yes, we are working with them closely. We promptly contacted the Health Department as directed and spoke with their professionals on duty. We are also working closely with local, state and federal agencies for the most up-to-date health advisory information and guidance. Our leadership, along with staff from the County Health Department and the Texas HHSC, reviewed our infection control action plan. We will continue to communicate with them often and update them expeditiously about any other staff or residents with symptoms.

What are we doing for the residents in response to this information?

We want you to be assured that we are taking care of our residents, and that we are taking infection prevention very seriously. Upon identification of initial symptoms, isolation protocols are being initiated. These isolation protocols will assist in keeping other residents safe. All residents are being monitored at least twice per shift. Family members will be contacted if their loved one shows symptoms.

We continue to stay informed as new guidance comes out daily from the CDC, CMS, our professional association, and providers in other states who have been fighting this fight for longer than we have been in Texas. We recognize the emotional toll that this event is causing not only you, but upon your loved one(s). We will continue to keep you informed of new developments.

Conference calls are available to allow all family members to participate in care conferences (Admission, Discharge Planning, and Routine). We are using Skype and FaceTime video chats with loved ones via devices at our facility.

Is everyone being tested?

We have been successful in securing lab tests for all residents and staff.

What can community members do to help?

Please contact 'info@ardenplaceofbeaumont.com' with additional questions about how you can help. We also appreciate the support, prayers and words of encouragement, which have given the leadership and staff at Arden Place of Beaumont, strength to fight this hideous disease. We ask that you follow our Facebook page to see our daily activities and updates. Social distancing does not just mean that we are apart, it is also providing an opportunity to connect in ways that may have been overlooked before. Here are other ways you can reach out:

- Write a postcard and/or letter to your loved one(s) frequently
- Write a postcard to our staff (Housekeeping, Dietary, Therapy, and Nursing) – our heroes would love to hear from you!
- Take advantage of the Skype/FaceTime video calls
- Have a window seat conversation
 - We are encouraging families and friends to visit residents through the front doors and/or windows and use a phone or tablet to talk.
- Continue to practice social distancing and proper hand hygiene.

It is important to remember that we, as Texans, are strong people: our *Spirit is Unbridled!* COVID-19 will not last forever, but the bonds that we are making will. Thank you for all that you do support us and your loved one!! If you have any additional questions or concerns, please feel free to reach out by emailing info@ardenplaceofbeaumont.com.