



March 11, 2020

Our Ashford Hall Family,

These are certainly uncertain times. Rest assured, the health and safety of your family and friends who live at Ashford Hall is our primary mission and concern. With the recent news that there are now confirmed cases of COVID-19 (Novel Coronavirus) in the Dallas / Fort Worth area, Ashford Hall has implemented some enhanced infection-control safety precautions.

Until further notice, during normal business hours (Monday – Friday, 8:30am – 5:00pm), we are asking that all visitors, family members, friends, staff, and vendors, enter the facility through the front main entrance off Shoaf Drive. During afterhours and weekends, this will change to the entrance on Station 1 (the south side of the building, nearest the neighboring apartments). These will be the only doors available for entrance to the building at these specific times.

This change will help us to monitor all visitors and staff for signs and symptoms of the coronavirus, and prevent any exposure to our residents. We will be prohibiting visitations from anyone that exhibits any of the known symptoms of the coronavirus, including, but not limited to, fever, cough, runny nose, etc. Visitors and staff may be asked specific travel questions as well, and may need to submit to temperature and vitals screening. If you pass these screenings, we will have face masks available upon request. Each visitor will also be required to sign and print their name on the Visitor's Log so the facility has a complete record of who was in the building.

We also ask that you limit the number of visitors as much as possible and limit the frequency and duration of your visits. Due to the worldwide shortage of these masks, we will only be able to provide 1 mask per person, in an effort to preserve our inventory for future visitors and our healthcare team. We also have hand sanitizer stations throughout the facility and soap dispensers in each guest restroom. We require that all visitors and staff wash or sanitize their hands at least once when entering and once when leaving the building.

All visitors are also requested to limit their movements while in the facility. Please proceed directly from the entrance to your loved one's room or location, and when your visit is complete, please return directly to the entrance you came in to leave. Please do not wander around the facility and do not touch other residents at any time.

Ashford Hall is following the recommended guidance that we receive from the Centers for Disease Control (CDC), Texas Department of Health & Human Services (TDHHS), Dallas County Department of Health & Human Services (DCHHS), as well as the Centers for Medicare & Medicaid Services (CMS).

We appreciate your cooperation and adherence to these new changes at Ashford Hall. We are informing our residents of these temporary changes so they will be aware and understanding of the changes. We will strive to keep you up-to-date on any additional information we may have. Please do not hesitate to contact us with any questions or concerns.

Sincerely,

Brenda Guevara, LNFA  
Executive Director