

# RESIDENT UPDATE

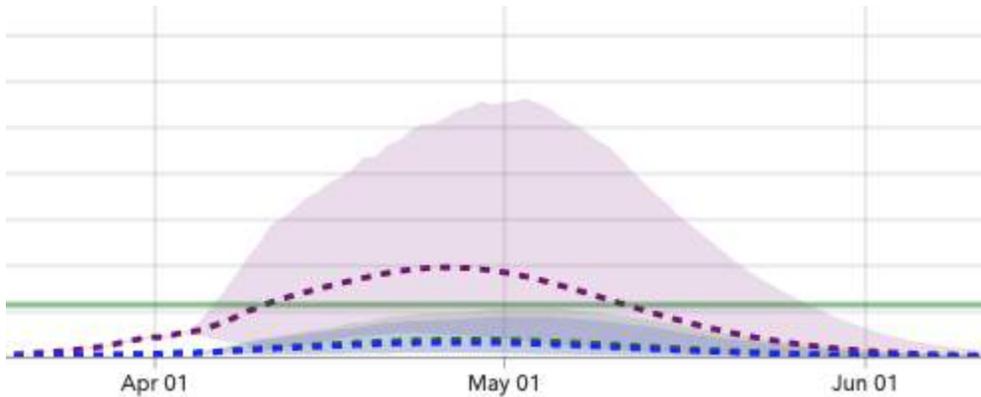
Information for residents of the Army Residence Community

April 14, 2020

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Our Leadership Team and COVID-19 Task Force continue to meet frequently to review ARC community needs and our ongoing response to the pandemic. The next two to three weeks appear to be a critical time to continue our protective and restrictive measures as we await a peak of the virus in our local region. Now is not the time to relax our efforts and additional protective measures are being implemented.

According to current data released by the San Antonio Metropolitan Health District, experts are warning that the peak for COVID-19 is expected to come toward the end of April. As of today, Bexar County is reporting close to 800 cases of the virus. Approximately 20% of the cases required hospitalization. The forecasts show that social distancing appears to be working in Texas. *As of today we have had no resident or staff member test positive for COVID-19.*



The projection predicts that Texas will reach its COVID-19 peak on April 26, 2020.

Please continue to do these everyday actions to prevent the spread of COVID-19 in our community:

- Wash hands often for 20 seconds and encourage others to the same.
- Use hand sanitizer with at least 60% alcohol.
- Cover coughs and sneezes with a tissue, then dispose of the tissue appropriately.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Disinfect surfaces, buttons, handles, knobs, and other places touched often.
- Avoid close contact with people that are sick.
- Minimize physical contact and stay 6 ft. away from others in social settings.

We have received information regarding new precautions taken at the local bases. The commissary and BX at Ft. Sam Houston and Randolph AFB are now requiring masks to enter the buildings. Anyone without a mask will not be allowed to access these areas.

Staff members are wearing masks in all departments on campus to protect all ARC residents and coworkers. Masks for residents are available through Resident Services if needed. We have been able to continue sourcing PPE from various vendors and also have masks being made “in-house” thanks to the hard work and generosity of the Liberty Belle Ladies who continue sewing masks for staff and fellow residents.

A State Department of Health and Human Services State Inspector surveyed our health care facilities last Wednesday focusing on our infection control practices and our COVID emergency plan. We received *ZERO* deficiencies! Great job Health Care team!

In order to reduce possible infection sources, staff can no longer work in another healthcare facility while working at the ARC. We actually implemented this about 10 days ago but continue to enforce this restriction. We are also carefully screening all job applicants for their most recent employment locations for any potential risks.

We continue to work with Bexar County Fire Department, San Antonio Metropolitan Health District, Department of State Health Services as well as Texas Health and Human Services to ensure our protocols are up-to-the minute with the regulations and declarations.

As an added layer of protection, we are implementing a revised protocol for employees and essential contractors/visitors who enter the ARC campus. This function is being relocated away from the main reception desk to a portable temporary structure located outdoors in the T Row parking area. This structure will be staffed by the ARC with the screening and temperature checks being done at that location versus at the Front Desk.

The team in housekeeping is working to increase the frequency of cleaning “high touch” areas in common areas throughout high rise and at Lakeside Landing. Great efforts also continue regarding the receipt and delivery processes for the mail and for resident packages, utilizing ARC staff and appropriate sanitation processes.

We are working to basically create departmental “bubbles” in an effort to limit person- to- person interactions and exposure opportunities, and to help enforce social distancing.

Visit one of our many social media sites to see all that is happening at the ARC on a daily basis---you might even see yourself! You can find us on Facebook, LinkedIn, and Twitter. Be our friend and get updated notices directly to your phone! See the Marketing department for more information.

Many thanks to our coworkers and residents for coming together in so many positive and productive ways to protect our community and each other during this time of uncertainty. New stories and adventures occur daily and we are very appreciative of the collective efforts of so many for the betterment of the ARC and all those in our extended family.