

**Information for Public Release - July 10, 2020**



**HOPE**  
**HOSPICE**

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Today the New Braunfels Herald-Zeitung reported on numerous facilities and agencies affected by COVID-19. Hope Hospice has had 7 positive cases among our staff; 2 have fully recovered. Five are recuperating at home with mild to no symptoms. The employees' exposures occurred outside of the workplace in a small, but government allowed group settings. Due to our distancing measures and personal protective equipment (PPE) standards, none of the patients and families exposed were affected. As an immediate response to protect the health and safety of our patients, families and our employees, those who may have been exposed to the employee were notified and instructed to quarantine according to CDC guidelines.

Hope Hospice remains focused and diligent in protecting our patients, their families and our employees. At Hope Hospice, our employees, volunteers and visitors are required to be screened daily, which includes identifying any potential symptoms of COVID-19. Unfortunately, some of these symptoms do occur with other illnesses, including seasonal allergies, so we opt to quarantine with the greatest precaution, until we are able to rule out a positive COVID infection. Additionally, Hope Hospice's infection control practices meet or exceed standards set by Centers for Disease Control (CDC), the State of Texas Health & Human Services Department and our licensing & accrediting agencies. Our COVID response has and will continue to include the following standards:

- We minimize any face to face meetings. Meetings that may be held via teleconferencing, to include our interdisciplinary team meetings, will be. Our clinical and grief support departments have transitioned to provide care via teleconferencing as well, when and where appropriate.
- Face coverings and/or medical grade masks must be worn inside the office building and when in patient contact. Our staff has been provided PPE and has received instruction on proper utilization of PPE.
- Staff, volunteers and visitors are limited in office buildings. Approved visitors, such as vendors for building maintenance, are screened and required to wear face coverings.
- Our office buildings are sanitized according to CDC guidelines.
- Our staff was re-educated in infection control procedures and are screened daily.

Stay well,

Nickie Drummond, RN, BSN, MBA  
CEO



WE HONOR VETERANS

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