



“Placing our Residents First”

A Note from Mother Marguerite, Administrator of Jeanne Jugan Residence

November 27, 2020

Dear Families and Friends,

We hope that you and your families all had a wonderful Thanksgiving!

We received a call from our lab to inform us that we have five positive COVID-19 test results in the Home.

We have discussed this with the Dept. of Public Health (DPH) physician, who is considering this **an outbreak**. The physician said this **is not unusual**, as COVID is present in the community. **Please be assured that your loved one has NOT “been exposed to COVID”**. An exposure occurs when a person has contact with an individual with COVID, and neither are wearing masks. All of our staff wear surgical masks, which is what the Dept. of Public Health recommends. All of our Residents wear masks when they are out of their rooms.

Because of HIPAA privacy law, the Dept. of Public Health has mandated that the Homes cannot disclose whether the COVID-positive individual is a staff member or a Resident, so please do not ask us for that information.

We have taken the appropriate actions, and the individuals involved are on isolation. We are happy to inform you that we did test all the Residents on the 1st, 2nd and 3rd floors and they are all negative. We are still waiting for the last 13 test results. From now on we will be testing the staff twice a week and all Residents once a week. We will keep you updated regarding our test results for this week.

Please know that the health and well-being of our Residents and employees is paramount. If there are any additional updates, we will let you know. At this time, all Residents are well and have no symptoms. We hope to be COVID-free in 14 days. Should you have any questions please feel free to contact Esmeralda Revuelta LVN, Infection Prevention Nurse.

Due to the COVID storm and the rise of cases in Los Angeles County **we are canceling ALL VISITS until further notice. Visitation will only be allowed for Residents who are considered compassionate cases, such as end-of-life situations.**

In those cases, Bing Varias, our activities director, will contact you to come in and sign a form. Visitors will be equipped with personal protective equipment (PPE) like masks, and the visit will be limited to a specific room, one visitor per day, for one hour. **You will also be required to show proof of a COVID negative test within 72 hours prior to your visit.** We understand this is not easy, and we thank you for your understanding.

We want to remind you the importance of maintaining contact with your loved one, especially during the holidays. We are encouraging you to FaceTime or Skype with your loved ones. We have assigned Bing Varias as our primary contact person to facilitate these visits. Should your loved one not have a way to communicate via cellphone or computer, please call Bing at (310) 548-0625 to make arrangements.

We are also asking for your assistance to help your loved one understand that they should not leave the Home for non-essential reasons such as slipping out for a pack of cigarettes, going out for an appointment or a drive and then stopping somewhere to eat or shop, etc. We understand that they feel as if we are holding them hostage, but we are asking them to follow the stay at home request for their own safety and the safety of those around them. Residents going out for non-essential reasons puts both themselves and others in danger.

We understand that the Residents may need essential items such as prescriptions, personal hygiene items, or just their favorite snacks or goodies. We are asking them to please call their family members to help with this, as we cannot have staff members going out for them for anything other than essential items such as prescriptions.

Please assist us with picking up needed items for your loved one and then call ahead and leave the items in a bag or box at the front door with their name on it. Our receptionists will make sure that your loved one receives the items.

We are asking that Residents leave the premises only for essential medical appointments. If you can, please help them schedule virtual doctors' appointments and contact the charge nurse on the floor to make arrangements to assist them with these.

As the holidays are approaching, we know that some of you may want to take your loved ones home with you. Should they choose to leave, or should you choose to take your loved one out of the Home, we are asking that you follow the following CDPH guidelines:

There are 3 points to our Home Leave program:

- 1) It is recommended that Residents schedule a 2-week period of home leave, as they must be tested while they are out of the Home;
- 2) At the end of one week, the Resident should be tested for COVID at a community lab of their choice. The testing should NOT be done sooner than 1 week, as a false negative result can occur.
- 3) The Resident must have a WRITTEN negative COVID test in order to return.

Once they are back in the Home they will have to quarantine for 14 days in their room. We ask that you make arrangements with Bing Varias with dates of departure, and schedule returns so that we have ample staff to monitor them during their quarantine, while caring for the other Residents on the 2nd floor.

We fully understand how hard this is on everyone. We would like to give you an opportunity to see your loved one, so we will be doing drive-through visits again as we did for the 4th of July. Please note the time, date and floor of each drive through visit.

Wednesday, December 9 at 2:00pm – Christmas Drive-through for **1st, 3rd and Apartments Residents**

Wednesday, December 16th at 2:00pm – Christmas Drive-through for **2nd Floor Residents**

Wednesday, December 23rd at 2:00pm – Christmas Drive-through for **1st, 3rd and Apartments Residents**

Wednesday, December 30th, at 2:00pm – Christmas Drive-through for **2nd Floor Residents**

Please contact Bing Varias to confirm what day or days you are coming, so that we may have your loved one outside to see you.

Our dedicated staff and Little Sisters have been working tirelessly to make sure that your loved one remains safe and healthy. Thank you for your understanding and collaboration as we make decisions for the health and safety of our Residents and staff. We will continue to keep you updated with any new developments.

We pray that God will protect all of you and your loved ones during this time.

United in Prayerful Support,

Mather Marguerite