



“Placing our Residents First”

A Note from Mother Marguerite, Administrator of Jeanne Jugan Residence

August 3, 2020

Dear Families and Friends,

We are very pleased to announce that we currently do NOT have any COVID positive cases in our Home!

The health and well-being of our Residents and employees is paramount. We are following the guidelines of the California Department of Public Health of testing the all Residents on the Skilled Nursing Floor, Staff and Little Sisters on a weekly basis. If there are any additional updates, we will let you know. At this time, all Residents are well and have no symptoms. Should you have any questions please feel free to contact Maritza Nino, our Social Worker.

ALL Residents on the 1st and 3rd floor they are asked do the following:

Residents who have Health Net Seniority, Blue Shield, Blue Shield Promise, Blue Promise, Blue Shield Advantage, Medicare and Medicare B, they have two options for testing: 1) They may request an appointment with CVS to be tested through their drive through testing and have the test fully covered by insurance. 2) For those of you who are concerned with them going out to be tested – we can have them tested in house and the insurance would cover the \$100.00 fee for the test however, there is a \$55.00 processing fee for the lab which is NOT covered by the insurance. We are asking the families to cover this cost of the \$55.00 should you decide that you would like to have your family member tested here at the home rather than going through the drive through at CVS.

Residents who have United Health Care, Humana, SCAN, Anthem Blue, Healthnet of California will need to set up a testing date at the CVS at 25829 Narbonne Ave., Lomita, CA. You may make an appointment at CVS. Com (<https://www.cvs.com/minuteclinic/covid-assessment>).

Residents who have Kaiser Insurance will need to make arrangements with their doctors and set up a testing date for their drive through testing at Kaiser.

We are happy to announce that Maritza found a new urgent care in Rancho Palos Verdes that does walk-in Covid testing with no need for an appointment. It's across the street from the Terraces on Western Ave. Maritza confirmed that they take most insurance types including Kaiser patients. Here is the name and address of the location: **Rancho Palos Verdes Urgent Care, 28900 S. Western Avenue, Rancho Palos Verdes CA 90275, 424-702-0500**

We will allow family members to take the Resident to/from the Kaiser drive through and/or CVS to be tested. Drive-through testing is safer than walk in testing. Plus, this is an opportunity for you to see and spend a little time with your loved ones only if it is to/from the testing site.

Maritza Nino our Social Worker will be happy to assist you with scheduling and setting up the appointments or setting up transportation for your family member please let her know. Her contact information is sssanpedro@littlesistersofthepoor.org or (310) 548-0625 ext 203. If you would like to set up the appointments on your own we ask that you please call Maritza and inform her of the date and time of the appointment. The

Residents will need to wear their mask and gloves. We ask that you please forward the results of the COVID test to Maritza. THANK YOU!

Following the CDC and CMS guidelines for long-term care facilities, as well as the directives of the mayor and the governor of California, **we are extending our restrictions for all visitors until we have been cleared by the Department of Public Health and the CDC.** We are working very closely with the CDPH and we hope to be able to share our new regulated visitor guidelines soon. Now with the spike of COVID cases they are cautious on the opening of Nursing Homes.

We know this has not been easy on anyone, and we appreciate your patience. We know that a lot of you would like to take your family members out. We are asking for the Residents not to leave the Home unless it is for an approved essential medical appointment. Should they choose to leave or should you choose to take your parent or loved one out of our Home, we are asking that you keep them with you until we have lifted this restriction. If that period of time is too long for you to keep your family member, they **must** be tested for COVID and receive a negative result prior to bringing them back to the home. Once they are back in the Home **they will have to self – quarantine for 14 days in their rooms.** We ask that you make arrangements with Maritza our Social Worker with dates of departure and schedule returns so that we have ample staff to monitor them while on quarantine, so not to take away from the care of the Residents on the 2nd floor. This is to make sure that we continue to keep all of our Residents in our Home safe, well and COVID FREE!!!

We thank you for your understanding and for bearing with us as we navigate through COVID-19 and the ever-changing requirements.

We understand that the Residents may need essential items such as prescriptions, personal hygiene items, or just their favorite snacks or goodies. For the past few months we have had one of our staff members available to them to assist with these items. However, we need your assistance as family members; especially those of you who are local. We ask that you assist with your family member's needs outside of what we provide them in-house. We are going to ask them to contact you with their personal grocery or other items list and ask that you please bring them their requested items. Please call ahead and leave these items in a bag or box at the front door with their name on it. Our receptionists will make sure that your loved ones receive these items. We thank you for your cooperation. By doing this you assist us in making sure that our Residents and Staff remain well and safe!

Our dedicated staff and Little Sisters have been working tirelessly to make sure that your loved ones remain safe and healthy. Please stay at home and minimize social contact as much as possible. This will keep your family members safe.

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,

Maritza Margarita