



*“Placing our Residents First”*

A Note from Mother Marguerite, Administrator of Jeanne Jugan Residence

August 17, 2020

Dear Families and Friends,

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

Thank you to all of you who wrote very nice messages to the Staff and Little Sisters. We have shared them with all of our Staff members and Sisters. Thank you!

The health and wellbeing of our Residents and employees is paramount. We are following the guidelines of the California Department of Public Health for testing 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.

We are happy to announce that Maritza found a new urgent care in Rancho Palos Verdes, across the street from the Terraces on Western Ave. They do COVID testing with no appointment necessary (Walk-Ins)! They take most all insurance types including Kaiser patients. The cost is \$125 and you get the results in 15 minutes. Here is the name and address: **Rancho Palos Verdes Urgent Care, 28900 S. Western Avenue, Rancho Palos Verdes CA 90275, 424-702-0500.** 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. As mentioned last week, we are in the process of being able to set up family visits in 30 – 45 minute increments. I will be sending out a special email with instructions for families to be able to schedule times and all the requirements in the next week or so. I know you are eager and we thank you for your patience with us.

We know this has not been easy on anyone. 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 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 self – quarantine for 14 days in their rooms.** We ask that you make arrangements with Maritza with dates of departure and scheduled return so that we have ample staff to monitor them while on quarantine. 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 wish 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 continue to protect all of you and your loved ones during this time.

United in Prayerful Support,

*Mather Marguerite*