



“Placing our Residents First”

A Note from Mother Marguerite, Administrator of Jeanne Jugan Residence

September 15, 2020

Dear Families and Friends,

We received a call from our lab that we have one positive COVID-19 test result.

We have discussed this with the Dept. of Public Health (DPH) Physician who said: **THIS IS NOT AN OUTBREAK OF COVID.** It is one positive test, and the Dept of Public Health is not inspecting us or following us for it. The physician said this **is not unusual**, as COVID is present in the community. **Please be assured that your loved ones have NOT “been exposed to COVID.”** An exposure occurs when a person has contact with an individual with COVID, and neither are wearing a mask. 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. This information is all that we are allowed to discuss with you, per HIPAA regulations. We have taken the appropriate actions, and the individual involved is on isolation. We are testing all of our staff and all of our second floor Residents this week, and next week in response to our positive test. We will keep you updated regarding our test results for this week, which will probably be received over the weekend.

Please know that the health and well-being of our Residents and employees is paramount. We are following the guidelines of the California Department of Public Health. 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 Maritza Nino, our Social Worker.

As you know things are always changing as flu season is coming upon us we are looking into revising our **visitation for our Skilled Nursing Unit 2nd floor Residents. We are putting a temporary hold on making new appointments until next week.** With the exception in certain compassionate cases, such as end – of life situations. In those cases, visitors will be equipped with personal protective equipment (PPE) like masks, and the visit will be limited to a specific room only. We understand that a few of you have scheduled appointments and have made travel plans. We will honor those appointments which have already been made. Once we have a revised plan we will let you know. We understand this is not easy, we thank you for your understanding.

As for the Residents on the 1st, 3rd and Apartments - We ask that everyone please continue to follow the guidelines. Please be patient with us as we are navigating our way through this to make sure you are able to visit your loved one; while focusing on everyone's safety, well-being and health. We ask that everyone cooperate with us in following these guidelines — we would not want anything to bring a halt to these visits.

- 1) **Visiting Hours will be in 30-minute increments:** Monday thru Friday from 9:00am to 6:00pm.
- 2) Following the Department of Public Health guidelines, we ask that you **limit the family size to no more than 2 members at a time**. We ask that **only one group of family members visit per day** – please no back-to-back visits.
- 3) **All family members MUST bring and wear a mask and gloves during their entire visit. The facility will not provide mask or gloves. Without a mask and gloves you will be asked to reschedule your visit.** Thank you for understanding!
- 4) Our Activities Department will set up 30-minute visits with your loved one. Families MUST make a reservation with Bing Varias, Activities Director acsanpedro@littlesistersofthepoor.org or Call (310) 548-0625 ext. 227. Every day the Activities Department will give a list of visitors to the Receptionist. The **Receptionist will ONLY allow those family members on the list to visit at designated times to come through the back gate, they will also ask you the COVID questions, and make sure you have your mask and gloves. If you do not have your mask and gloves you will not be allowed through the gates for your visit.**
- 5) We ask that you **please respect the 30-minute time frame reserved, please arrive on time, not early. If you arrive early, please remain in your car until it is time.** We must be strict on the 30-minute visits, so please do not ask for longer time as our designated staff members have been given strict instructions. We need to have ample time for you to depart, the staff to clean the areas and prepare for the next family.
- 6) **If you or any family members have any of the following symptoms please stay home and reschedule:** sore throat, cough, fever, headache, chills possibly with shaking, loss of smell or taste, congestion or runny nose, nausea or vomiting, diarrhea.
- 7) Visiting location will be in the courtyard near the Residents' Apartment Lounge in the back-Garden Area. Family Members will remain outside in the small courtyard and the Resident will be inside the apartment lounge. There will be a large plastic shield guard that will separate you and your loved ones. This will provide you privacy to visit. **We ask that you refrain from moving the barriers and having physical contact with your loved ones. We also realize that you may want to bring a gift or items to your loved ones.** We will provide a box for you to place those items in the courtyard during your visit. However, we ask if you are bringing perishable items or food that you continue to leave that at the front door with their name on it.

8) Our designated staff member will meet the families outside the garden area. All family members will have to sign in, have their temperature taken and answer the COVID questions. You will then be escorted into the designated visiting area.

9) No visitors will be allowed in the building. Please do not interact with any other Residents or wander around the grounds. Unfortunately, we cannot make the Restrooms available.

10) We ask that all families please respect and follow these guidelines. They are solely for the protection, safety and well-being of our Residents and staff. Thank you!

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. 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.

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,

Mather Marguerite