



## *“Placing our Residents First”*

A Note from Mother Marguerite, Administrator of Jeanne Jugan Residence

November 20, 2020

Dear Families and Friends,

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

We have discussed this with the Dept. of Public Health (DPH) Physician who said: **THIS IS NOT AN OUTBREAK OF COVID**. It is four positive tests, and the Dept of Public Health is not inspecting us or following us for them. 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 individuals involved are on isolation. We are testing all of our staff and all of our second floor Residents weekly in response to our positive test. **We are striving to test ALL Residents on the 1<sup>st</sup>, 3<sup>rd</sup>, and Apartments as well in order to maintain the safety of everyone in our Home**. 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. 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 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 at this time until further notice. Visitation will only be allowed for those Residents who are 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 only, 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, we thank you for your understanding.

We want to remind all of you the importance of keeping connected with your loved ones at this time, especially during the Holiday. We are encouraging you to FaceTime or Skype with your loved ones. We have assigned Bing Varias our Activities Director, as our primary contact for families to facilitate contact. Should your loved one not have a way to communicate via cellphone or computer, please call Bing to

make arrangements at (310) 548-0625. We thank you for your understanding and for bearing with us as we navigate through COVID-19 and the ever-changing requirements.

We are asking for your assistance as family members to assist us with your loved ones that they understand the importance of not leaving the Home for non-essential reasons such as slipping out for a pack of cigarettes, going for a drive and then stopping at the store or a food place to make a food purchase, or saying that they are going to a doctor's appointment and tacking on at the Grocery store for a candy bar, etc. We understand that they feel as if we are holding them hostage, but we are asking them to please follow the stay at home request. We are asking them to please respect the request of the Home and to understand that we are asking them to stay here for their own safety and the safety of those around them. Residents going out for non-essential reasons is putting not only themselves in danger but others in the Home. So please, we are asking you if you speak to your loved ones encourage them to stay within the Home and the beautiful grounds.

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 you, their family members to help with this as we cannot have staff members going out to the market for them for anything other than essential items such as prescriptions. With the height of COVID we do not want to place the staff member or the Residents at risk. **We are asking for your help! Please assist us with picking up these items for your loved one and 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 are asking that Residents only leave the premises for essential medical appointments only. If you can please make them virtual doctors' appointments and contact the charge nurse on the floor to make arrangements to assist them with the virtual appointments.**

**As the Holidays are approaching, we know that some of you may want to take your loved one's home with you.** 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 Bing Varias, our Activities Director 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!!!

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,

*Mother Marguerite*