

COMMUNITY WELLNESS REMAINS OUR #1 PRIORITY

Be assured that we are here to provide our residents with a **safe and protected environment** during the pandemic. We are continuing to adapt our residents' needs and desires, and will continue to take **extraordinary precautions to keep everyone in our community safe and healthy**. You can rest assured that your loved one will receive the highest level of care and protection that we can provide. We are also paying extra attention to the mental health well being of our residents.

WHEN WILL COVID-19 RESTRICTIONS LIFT?

We will continue to **follow health guidelines from the Centers for Disease Control (CDC) and the Center for Medicare Services (CMS)**, in addition to the very specific oversight rules set out by the California Department of Social Services and LA County Health. Once the City and County relax the current restrictions we can begin to resume more normal operations and visiting. *NOTE: The Executive Director of an Assisted Living community does not have the authority to change or relax the LA County rules.*

HOW CAN WE PREVENT THE SPREAD OF INFECTION?

All residents and staff members are being **closely monitored daily** for any signs of symptoms of Covid-19.

- Our community is directing essential personnel and visitors to **enter and exit only through the main entrance**.
- All personnel and visitors must undergo a **daily screening process** at the start of their workday. This includes a temperature check and we are implementing an oxygen saturation check for an additional layer of screening. **Anyone with a temperature above 100.0 degrees or an oxygen saturation level below 90% will be restricted from entering the building and will be directed to their healthcare professional.**
- Residents have their **temperature** monitored twice daily, and their **oxygen saturation** checked twice daily when they have had any suspected exposure to Covid-19.
- **Non-medical vendors and providers are not allowed in to the community at this time.**
- All staff must wear **facemasks at all times**. Disposable gloves and gowns are worn as needed.
- **Residents must wear masks at all times** when outside of their apartments.
- **Hand-washing** reminders have been posted throughout the community as well as **hand sanitizer** dispensers.
- We have **canceled all large group activities and communal dining**, but will resume them as soon as the State/County tells us it is safe to do so.
- **Small, socially distanced activities are being held to keep folks active and mentally alert.**
- We have implemented increased **frequency and levels of cleaning** in order to maintain disinfected surfaces throughout the building. We are especially proud of our new **electrostatic cleaning procedures**.

HOW ARE WE ADAPTING TO OUR RESIDENTS' NEEDS?

With physical and social distancing mental well being can be negatively impacted. Daily we are seeking **ways to make our residents' lives easier and to keep them engaged**. This includes staff bringing a positive attitude, providing the community with entertainment and minimizing disruption of routines, as much as possible, under the circumstances. Staff is encouraged to **take time to visit and chat** with residents. We encourage families to make phone calls to loved ones and use FaceTime, zoom or other media platforms to reach out – seeing and hearing loved ones is very important.

HOW CAN YOU HELP?

We know this situation is especially difficult and stressful for the family and friends of residents. At this time **we are allowing twenty-minute (20-min) family visits**, with a maximum of two family members attending. Absolutely no minors (under age 18) can be allowed at this time. Visits are by appointment only and are scheduled by our Activities Director. These visits take place outdoors, are physically distanced (6-feet apart), and all participants must wear both gloves and masks. **Visitors must have their body temperature and oxygen saturation levels checked before meeting loved ones**. Understand that the County Health Department and or State Licensing may require us to discontinue these visits at any time.

STAY CONNECTED and THANK YOU

Again, we strongly encourage you to **stay connected with your love ones** through phone calls and video chats. Please call us if you need help in setting up FaceTime or Zoom chats. We can facilitate these connections with our iPad's. Please continue doing your part to help us prevent Covid-19 from endangering our residents and staff – **adhere to wearing masks, washing hands, not visiting if you have any illness and following our protocols**.

You may call the Executive Director or the Health Care Services Director for further information. Thank you for your support and cooperation! It is a privilege for all of us to care for and serve our residents!

<http://publichealth.lacounty.gov/media/coronavirus/>