



June 05, 2020

## FAQ's

### **Will all residents and staff be tested?**

We are coordinating baseline testing of Pilgrim Place Health Services Center (HSC) residents and staff with the Los Angeles County Department of Public Health (LACDPH). ***Testing is currently scheduled for Tuesday June 9<sup>th</sup>.***

The testing will be performed on-site by the LACDPH Nurse Strike Team and we will strictly adhere to their guidance throughout this process.

We will follow all required follow up reporting, which will include notification of all residents and responsible parties of any confirmed (staff or resident) positive COVID-19 cases by 5:00pm the following day after receiving results. **If you have any questions, please contact Vanessa Ramirez: (909) 399-5550**

### **What steps has Pilgrim Place taken to protect residents and staff?**

We have been proactively taking steps to protect the health and safety of our residents and employees at the onset of this health crisis to better protect everyone including:

- Following guidance and taking action consistent with the Centers for Disease Control and Prevention, Centers for Medicare and Medicaid Services, California Department of Public Health, Los Angeles County Department of Public Health and Department of Social Services, which includes but not limited to the following preventative measures and protocols:
  - Daily screening of all staff for COVID-19 signs and symptoms before, during and end of each shift
  - Daily screening of all residents for COVID-19 signs and symptoms during each shift
  - Increasing the frequency and rigor of cleaning and sanitizing high touch and common community areas
  - Frequent hand washing with soap and water and/or hand sanitizer
  - Mandated staff and resident use of face masks

- Residents are requested to wear cloth masks when leaving their room
- All staff members caring for sick patients wear personal protective equipment (PPE) as required
- Clinical Team members working in the Health Services Center are not working at other health care facilities
- Canceling and limiting on-site group social events and recreational activities
- There are No Visitors Allowed, except to provide essential health care or compassionate care to residents. These essential visitors must complete a health questionnaire and have their temperature checked before entering the facility
- Reviewing, updating and executing our emergency preparedness and response program, which includes protocols for caring for residents with confirmed or suspected COVID-19 in rooms specifically designated for isolation and/or quarantine cases.

### **How can I support my loved one?**

**Check in often.** Virtual communication can help you and your loved ones feel less lonely and isolated. Residents and families can stay connected in a number of ways, including:

- Sending handwritten letters and cards.
- Using technology, such as video conferencing (Zoom, Skype, FaceTime), Facebook, text message, or email.
- Making video greetings, including through apps such as WhatsApp and Marco Polo.
- “Visiting” through a window or glass door.

The health and safety, both mentally and physically, of our staff and residents are always our main priorities. For our staff, I ask that you please speak directly with your supervisor, myself or human resources if you have a specific health condition which may prohibit you from coming to work. I ask our family members and/or responsible parties to contact Vanessa Ramirez (909) 399-5550 if you have any questions or concerns.

Warm regards,

*Rich Rodas*

Rich Rodas  
Vice President of Health Services