



March 18, 2020

Dear Families and Friends,

Mission de la Casa Nursing and Rehabilitation Center and its contracted healthcare partners are committed to the safety of our patients, staff, families and visitors.

Since early identification of the COVID-19 virus reports (previously known as Coronavirus), we have been actively collaborating with the Centers for Disease Control and Prevention, World Health Organization and other governmental agencies to evaluate the daily events related to the prevention, spread and new developments of the COVID-19 virus ("COVID-19").

Our qualified staff are devoted to continuing to provide the highest quality of compassionate nursing care and rehabilitative services to the individualized needs of your loved one(s) throughout these challenging times.

Mission de la Casa Nursing and Rehabilitation Center's Team of certified Infection Prevention and Control Specialists are working to identify, monitor and care for patients amidst the continuously evolving COVID-19 updates. Additionally, we understand the prevalence of each person's potential to come in contact with those who have become ill, and want to ensure that you are equipped with the latest information to combat the spread of the virus while maintaining the safety of our patients and personnel.

Although it's not possible to predict the future course of the outbreak, planning for an increasing population of effected persons within the community and continuing prevention strategies are an important part of preparedness, and can significantly improve outcomes when an outbreak does occur.

Effective immediately and throughout the months to come, you will notice several changes the Mission de la Casa Nursing and Rehabilitation Center Family has implemented under the guidance of the Department of Public Health and Centers for Disease Control and Prevention.

In accordance with the U.S. Healthcare System's response goals to the COVID-19 outbreak, including the reduction of patient morbidity and mortality, minimizing disease transmission, protecting healthcare personnel and preservation of healthcare system functioning, we have significantly increased our visitor and staff infection control measures. All visitation is prohibited, except in the event of certain compassionate care circumstances, such as end of life situations. All volunteers and non-essential healthcare personnel visits, including non-essential healthcare partners (e.g., barbers and beauticians) are suspended until further notice. Additionally, all group activities and communal dining are suspended until further notice.

Visitors who meet extenuating, compassionate care guidelines will be screened upon arrival to the facility. Temperatures will be taken to verify absence of fever. Also, a brief evaluation of respiratory status and observation of associated viral symptoms will be assessed prior to entry. In the absence of symptoms and while at the facility, visitors will be restricted to the patient's room or alternate meeting

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place as determined by the facility. Visitors displaying symptoms associated with the COVID-19 virus will not be permitted to enter the facility. Our patients, healthcare staff and essential healthcare partners are also actively screened throughout the day for fever and respiratory symptoms.

We want you to feel safe knowing that the facility environment, its equipment, and high touch surfaces are cleaned using only EPA, hospital grade disinfectants known to kill COVID-19 and other infectious agents. In addition, we have enhanced our already rigorous cleaning schedule to promote patient well-being and a virus-free environment.

During this time, we are prepared to offer a number of reduced transmission risk methods for communicating with your loved one(s). Our facility is equipped with technology to provide you and your loved one(s) the opportunity to speak and see one another via Skype, Facetime or other preferred method of technologically advanced communication. We have a team of IT specialists to assist you and your loved one(s) with your communication needs.

Our physicians and licensed staff are diligently working to provide confidentially protected medical care and communication through Telemedicine. Telemedicine provides safe, effective patient care management without increasing the rate of cross-contamination through non-essential visits.

Rest assured, we are monitoring this developing situation closely, staying in regular contact with federal agencies, health organizations, and other experts. We will continue to post periodic updates as this situation evolves.

Mission de la Casa Nursing and Rehabilitation Center thanks you for your patience and trust to care for and maintain the safety of your family member(s) and friends. We are prepared to navigate through these challenging circumstances with your safety and confidence at the forefront of everything we do.

Sincerely,



Josh Hedger  
Administrator

CC:

Daniel Tse, MD.

Thang Tran, MD

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