March 24, 2020

To Our Residents and Family Members,

During this pandemic crisis, our goal is to be as transparent as possible with our residents, their families or loved ones, our staff and friends in the community. As you know, we have taken proactive measures to protect our residents as much as we can. You have been updated on the steps we have taken to reduce the risk of exposure to COVID-19 (Coronavirus) at the Los Angeles Jewish Home. Unfortunately on Sunday, we were informed a resident hospitalized last Wednesday tested positive for COVID-19. He remains hospitalized and our hearts and prayers go to him and his family.

Safety is our top priority. We follow regulatory requirements and the daily bulletins and advice from federal, state, county agencies, as well as recommendations from national and state organizations such as the Hospital Association of Southern California (HASC), LeadingAge and others.

To limit the spread of COVID-19 within our facilities, we continue our enhanced infectious disease protocols. Other than visitors deemed “essential” for physical or mental health reasons, visitors are not permitted in our facilities, in accordance with directions from the local health department. We thank you for helping us to limit the visitors during this critical time.

While it is critical to continue to restrict visitation to reduce the spread of this virus, we know our residents want – and appreciate – staying in contact with you, their families, friends and loved ones. We believe “staying in touch” can most safely be done using technology, by phone, IPAD, Facetime, Skype, etc. Connectivity with their loved ones is incredibly important for our residents; we are grateful for your help, patience and understanding.

These are fluid times with circumstances changing daily. We will continue to communicate with you on a regular basis during these unprecedented times.

Your cooperation and help is needed in our battle with COVID-19. Please go to the Centers for Disease Control and Prevention (CDC) website and learn to properly prevent its spread. https://www.cdc.gov/coronavirus/2019-ncov/index.html

With the assistance of our residents, family members and valued staff, the Home is committed to keeping our seniors safe, healthy, and comfortable. Providing “Excellence in Senior Care Reflective of Jewish Values” is our mission. We are grateful for your partnership on this journey.

Sincerely,

[Signature]
Larissa Stepanians
Chief Operating Officer

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