



12/23/23

**Update to families and resident representatives**

Dear friends,

We want to make you aware that one of our residents recently tested positive for COVID-19. The number of COVID-19 positive residents in our facility is currently 5, and the current number of affected staff is 4. No COVID-19 positive staff member will return to work until it's deemed appropriate according to CDC and Public Health guidelines.

We're determined to maintain a safe, comfortable environment for all of our residents, with a particular focus on infection prevention. To that end, we're working closely with one of California's premier infectious disease specialist physicians, and we continue to work with our Medical Director to assure that the facility maintains the highest standards in all areas of care while our attention is trained primarily on infection prevention.

We know how difficult this time must be for you, and we want you to have all the information you need to be assured that your loved one is in the safest possible environment. So I thought I'd take a moment to share some of that with you.

We've also been taking measures in anticipation of circumstances like these, to limit infection transmission within our facility and our community. Those measures include a vaccination program; protective equipment for staff, which protect staff themselves and the residents they are caring for; and more.

This is a frightening, frustrating time for all of us. But we know it can be particularly difficult for our residents. So in addition to the rigorous safety measures in place, we have also implemented measures to address our residents' psychosocial needs.

And that's where you can also be of incredible value. Reach out to your loved one at the facility via traditional phone or video-chat. It could mean the world to them at this time, and our staff are ready to assist in setting this up.

Our hearts are with all of you. I'll keep you updated to the best of my ability while we go through this together. You can always contact me as well, if you need.

With warmest best wishes,

Christian Urbina, NHA  
Administrator