

WEEKLY UPDATE

July 2, 2020

Dear Residents and Families/Representatives,

Please accept this letter as The Courtyards at Pasadena's weekly update to keep you informed about the status of COVID in our facility and what we are doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

We have been extremely busy administering tests to all of our residents and staff on June 27th and June 29th. We are still waiting for results on all of the tests, but can confirm that, as of today, 19 residents and 8 staff members have tested positive for COVID-19, which includes some results from tests administered prior to our mass testing.

While we are disappointed to see the increased number of cases in our facility, we knew that our numbers would likely go up as a result of mass testing. Rather than be discouraged by more known cases, we are encouraged that access to testing is improving our ability to respond to this virus and will enable us to protect our residents and staff in a more targeted way moving forward.

Our facility continues to follow the CDC and our local health department's guidance for all appropriate precautions and preventative measures to protect our residents and staff during this pandemic, including visitation recommendations. As such, and in accordance with the guidelines available to us, we are still continuing restrictions on visitation at this time.

We realize how difficult it is not to be able to see your loved ones, and we continue to closely monitor the situation in hopes that we can reopen for visitation soon. However, it is our responsibility to make sure your loved ones are as safe as possible and reopening our facility to visitors too soon could increase our residents' risk of exposure to COVID-19. As such, and for the safety and well-being of our residents, please continue to reach out to your loved ones through phone, FaceTime, letters and e-mail and feel free to contact us directly if you need assistance facilitating that communication.

As a reminder, only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for updates. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 713-477-7877.

Sincerely,

Lisa Stephens

Lisa Stephens, LNFA
Administrator