



December 9, 2021

Dear Heritage Families,

Thank you for your continued support of Heritage Rehabilitation Center. We hope you are healthy and keeping safe.

We are pleased to announce that Heritage Rehabilitation Center has been acknowledged and ranked by Newsweek magazine as the #5 Skilled Nursing Facility in California for 2021-22! We are very proud of this achievement and accomplishment. We are truly blessed to have staffs who continue to promote our facility vision which is "Together in providing quality and compassionate care!" We also thank all the residents and especially our dear family members for your continued support. We look forward to continue providing the care to all our residents. You can check the link below for more information regarding this commendation.

We are also proud to mention that all residents and staff are 100% vaccinated against COVID-19. In fact, we have provided the 3rd dose and boosters. Currently, over 95% of all residents have received their 3rd dose or booster shot. We are also in the process of providing the boosters to all staff who elect to receive it. Currently, about 70% have received the booster.

As we enter the holiday and Christmas season, we are again faced with new challenges that are going to affect our operations. Due to the introduction of the newly identified Omicron variant of the COVID-19 virus, a LA County Health Officer Order (HOO) was issued to all Skilled Nursing Facilities that beginning December 15, 2021 through January 31, 2022, all Skilled Nursing Facility residents, employees, and contractors, regardless of vaccination status, who may encounter residents must test for COVID-19 infection on a once weekly basis.



In addition, to obtain entry into a Skilled Nursing Facility, all visitors, **regardless** of vaccinations status, must provide proof of either:

- A negative PCR test taken within 72 hours prior to entry, OR
- A negative Antigen test taken within 24 hours prior to entry

We understand that this may cause an additional burden to you but LA County CDPH feels that this is the best steps to ensure the continued safety of the residents and staff in the facility. This HOO applies to all Skilled Nursing Facilities in LA County. Heritage Rehabilitation Center is committed to assist in every way to try to ease this burden. In line with this new requirement, we would like to suggest a local lab that can take appointments and walk-ins for COVID-19 testing.

Northshore Clinical Labs of CA
21356 S Avalon Blvd, Carson, CA, 90745
M-F 10:30 AM – 7:30 PM, Sat-Sun 9:00 AM – 5:00 PM
(213) 699-4082
For appointments, click on ff link:
<https://www.solvehealth.com/northshore-clinical-labs-of-ca-carson-ca-0PLKyq>

Testing is covered by most insurance or can be free if you don't have any insurance.

We must always be safe! A copy of the LA County Health Officer Order is attached for your information and applies only to indoor visitation.

Of course, if you are NOT fully vaccinated, arrangements for an outdoor patio visit can be made with appropriate social distancing. Also, if your loved one is in critical condition and in the final phase of life or hospice, you are exempted from the above requirements.

Furthermore, regardless of vaccination status or test result, you must:

- Always wear a well-fitting face mask (a surgical mask or double mask) upon entry and within the facility;



- Wear any other personal protective equipment while in the resident's room that facility staff deem appropriate to the situation; and
- Physically distance from health care personnel and other residents and visitors which are not part of your group at all times while in the facility.

Visitations need to be scheduled at least 24 hours in advance through

www.picktime.com/heritagevisitation

We have three designated areas for Indoor Visitation. These visits must be pre-scheduled and will take place in 30-minute intervals at 12:00 PM – 4:00 PM (last appt), on the hour, Mon-Fri and 12:00PM – 4:00PM (last appt) on weekends, and on a case-to-case basis outside of normal business hours. Slots will be available on a “first-come, first-served” basis. Outdoor visitations will only occur in the front patio, in the open air, with social distancing protocols in place. Please call the Facility if you are unable to visit at the times posted so we can arrange for a visit. All residents are limited to 1 visitation appointment per day at this time.

Green Zone Visits (Room 11, 71, 72) -- Cleared residents: All visitors must wear a face covering but may assist the resident with feeding and grooming ONLY IF the resident and all persons in the room are FULLY vaccinated.

Please follow all the directions of the assigned Visitation Staff member. All visitors will be pre-screened prior to visitation. If you are unable to visit Indoors, you may still participate in Outdoor Visitation as well as video-chatting through ZOOM. Please call the facility and ask to speak with the Activities Department for more information.

We will also be providing the visiting family member a Code of Conduct and Waiver form that will need to be signed before they can visit. We would appreciate your cooperation.



Please understand that Visitation is a voluntary activity and exposure to COVID-19 during travel to and from the facility is an inherent risk. If you or any of your household members are experiencing COVID-19 symptoms, PLEASE POSTPONE YOUR VISIT. If you develop symptoms up to 3 days AFTER your visit, PLEASE call the Facility to inform the Infection Preventionist. If you test POSITIVE for Covid-19 within 1 WEEK AFTER visiting your loved one, you are also mandated by the Local Health Department to inform the Facility.

Visitations privileges are temporary and can be rescinded at any time.

We will also be abiding by any guidance that comes from LA County CDPH with regards to outbreaks and visitations.

Please provide us your e-mail. We use e-mail as a means of getting information to you as efficiently and promptly as possible. If you haven't yet, please call us at (310) 320-8714 and provide us with your e-mail or send an e-mail to email@heritagerehabcenter.com so we can add your e-mail address to your file and be able to send updates.

Since this process is again something new and ever-changing, please be patient and bear with us as we comply with the new mandate and guidelines. We are likely to hit some bumps in the road but we will try to adjust accordingly.

We continue to take all precautionary measures that have been recommended by the CDC, CMS, and CDPH to assure the safety of our residents. All staff are required to wear the proper PPE for source control, and residents who roam the hallways are also encouraged to wear a mask.

We are also continuing to use ZOOM for communication between our residents and loved ones. You will need to download the "ZOOM" app on your device (cell phone, tablet, or laptop) available on Apple, Samsung, and Windows App store. Please give us a call and we can



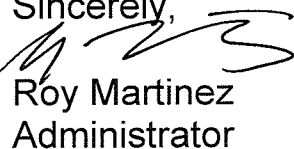
schedule a Zoom conference with you. You will join the meeting at the appointed time using the Meeting ID: 4298593023 and the Password: 382930. This is emerging technology for everyone so I ask for patience if things don't go smoothly at times. We will also be limiting the video-calls to 10-15 minutes.

Once again, our first concern is always the health, care, and safety of each one of our residents. Rest assured that we will be monitoring all our residents for any signs and symptoms and will take immediate and appropriate action in the event that any symptoms consistent with COVID-19 arise. We appreciate your cooperation and understanding during these difficult times and thank you for supporting Heritage Rehabilitation Center in implementing these efforts. If you have any questions or concerns, please don't hesitate to call us at 310-320-8714. You can also visit our website at www.heritagerehabcenter.com for other helpful information and links to the CDC and CMS websites.

Lastly, we will be doing some work in the front parking lot to move the handicapped parking stalls to the front of the facility. This will make the handicapped parking stall more accessible to those who need it. The work will start on the last week of December and hopefully be done by the end of the first week of January.

Thank you for your attention and support for this upcoming project.

Sincerely,


Roy Martinez
Administrator



Ranked #5 in California – Newsweek

<https://www.newsweek.com/americas-best-nursing-homes-2022/california>



ORDER OF THE HEALTH OFFICER FOR CONTROL OF COVID-19
Prevention of COVID-19 Transmission in Skilled Nursing Facilities

Revised Order Issued: December 3, 2021
Effective as of 12:01am on Wednesday, December 15, 2021

For All Visitors Entering this Building:

- Prior to entry into a SNF for **indoor** visits, all visitors who are two years of age or older, **regardless of vaccination status**, **must** provide the facility with their proof of either:
 - A negative PCR test result taken within 72 hours prior to entry, or
 - A negative FDA-approved point-of-care antigen (also known as “rapid”) test result taken within 24 hours prior to entry.
- Visitors who are unable or unwilling to provide proof of the required negative test result **may not be permitted entry into the facility.**
- However, SNFs should be prepared to offer visitation in an **outdoor space**

Exceptions:

- Emergency medical services (EMS) personnel
- Surveyors
- Ombudsman
- Compassionate care visitation (hospice or end-of-life care)
- Legal matters

IT IS SO ORDERED:

Muntu Davis, M.D., M.P.H.
Health Officer,
County of Los Angeles

12/3/2021

Date