



Palazzo Post Acute
5400 Fountain Ave,
Los Angeles, CA 90029
323.461.4301

May 16, 2023

To Our Residents and Family Members:

We want to inform you that at **Palazzo Post Acute**, we have had 200 confirmed cases of COVID-19 since the start of the pandemic. Currently, there are 0 confirmed positive cases at the facility.

The safety and wellbeing of our residents is our top priority. We are doing what we can to limit the spread of COVID-19 within **Palazzo Post Acute**, including staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps under current circumstances.

We are taking steps based on guidance from the Centers for Disease Control and Prevention (CDC) and the Center for Medicare and Medicaid Services (CMS) to reduce the spread and impact of COVID-19, such as:

- Enhanced infection control precautions
- Screening residents, staff, and essential visitors for an expanded list of symptoms
- Testing staff and residents for COVID-19 based on current protocols and availability of tests
- Postponing communal activities

Due to government privacy requirements, we cannot divulge specific information about the individuals who have confirmed or suspected COVID-19, unless they are your family member and you have the necessary permissions to receive such information.

We know you are concerned about your loved one and are eager to resume visitation. Therefore we have developed detailed visitation guidelines that will allow for limited visitation while ensuring that we are still following strict infection prevention protocols to keep everyone safe. These guidelines are in full compliance with CMS and CDPH regulations and take into account the local rate of infection in Los Angeles County.

To schedule an in-person visit, please use the scheduling link that can be found on our website at www.palazzopostacute.com. We are expecting an overwhelming amount of visitation requests so please be patient as we evaluate and reply to each request and please note that it may take up to 48 hours to receive a response.

For those that are unable to visit in person, our Zoom Video Conferencing System will continue to remain available for you to use. Family members are also encouraged to connect with their loved ones through video chat, calling, texting, or via social media.

We need your help in battling COVID-19. Please visit the CDC website (www.cdc.gov/coronavirus) to learn how you can help prevent the spread in our community since continued spread in the larger community increases the chance the virus will work its way into our building.

This is a difficult time for everyone. We will continue to provide you with updates. Please know that we are adhering to guidelines from the local and state health departments, which continue to evolve as we learn more about this virus.

We know that you may have questions and we encourage you to contact our center. Please call us at **323-461-4301**, email us at socialservices@serranohealth.com, or visit our website for updates on the status of your loved one.

Sincerely, **Palazzo Post Acute**