

Thousand Oaks Post Acute  
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4/2/2020

### Thousand Oaks Post Acute COVID-19 Preparedness Update

To All Concerned:

Our patients are our top priority. We will remain committed to delivering the highest possible quality of compassionate nursing and rehabilitation services tailored to the individual needs of all of our patients, despite any challenges.

Skilled nursing providers, like us, are among the most highly regulated businesses in the United States, with multiple regulators at the local, state, and federal level. We are in continuous contact with the California Department of Public Health, the Centers for Disease Control and Prevention and our county health departments to continue to provide our staff, families and patients with the most current information regarding COVID-19. Our facility is appropriately staffed with experienced caregivers providing the care and services to meet the needs of our patients.

As part of our continued infection prevention strategy, our healthcare personnel are trained in the proper use of personal protective equipment, hand hygiene (including alcohol based sanitizers), and respiratory hygiene. Our qualified environmental staff maintain stringent infection prevention protocol with EPA recommended and approved chemicals to clean all areas of our facility. Additionally, all staff are screened prior to the beginning of their scheduled shift to ensure any symptoms are immediately identified and, when appropriate, isolated to maintain patient safety. All non-essential visitation is strictly prohibited.

Continued communication between loved ones and their families is encouraged through video chat, calling, texting, or other social media platforms. Employees are ready to assist with any communication needs.

Please know that we are strictly adhering to all directions from the local and state health department. Our facility has a team of qualified medical professionals, under the leadership of our Medical Director, who are working in close partnership with such officials to spearhead the battle against COVID-19.

Please visit the [Centers for Disease Control and Prevention \(CDC\) website](#) to learn how you can help prevent the spread in our community.

Cordially,

*Charlene Gorospe*

CEO/Administrator  
Thousand Oaks Post Acute