



COVID-19 FREQUENTLY ASKED QUESTIONS

Medical Sheltering at the Bell Gardens Quality Inn and Suites

Location: 7330 Eastern Avenue, Bell Gardens, CA 90201

Background: As part of Los Angeles County's humanitarian mission, the County Emergency Operations Center is partnering with hotels, motels, and other providers to offer medical sheltering for individuals who need to either self-isolate or follow quarantine orders due to the COVID-19 pandemic and are unable to do so on their own. The following document provides responses to commonly asked questions.

Who decides who gets medically sheltered at the Bell Gardens Quality Inn and Suites?

Referrals to these sites are made by the Los Angeles County Department of Public Health (DPH). Walk-ups or individuals who self-identify themselves as needing medical sheltering are not accepted.

Who is eligible to be medically sheltered at the Bell Gardens Quality Inn and Suites?

The only clients allowed to stay here are:

1. Clients who have tested positive for COVID-19; or
2. Clients who show symptoms of COVID-19 (for example have a fever, cough, or difficulty breathing) and/or are waiting for their test results.

This location, as with the other County contracted medical sheltering sites, will accept individuals from the local community that are referred through DPH. The socio-economic status of individuals needing medical sheltering is not a determining factor in terms of who gets placed.

How can a member of the public get tested for COVID-19?

Los Angeles County has drive-up mobile testing sites for the public. Follow these steps if you are interested in being tested:

- Register on the screening website, coronavirus.lacity.org/Testing.
- Answer basic questions including name, date of birth, address, and whether you are exhibiting COVID-19 symptoms such as fever, coughing, and difficulty breathing.
- The website (in real time) determines your testing eligibility and will identify the nearest testing site.
- If you are eligible, you will receive a registration number by email. You will need to bring this registration number to the test site.

If you do not have access to the Internet or a computer, dial 2-1-1 for help making an appointment.

If you do not have access to a vehicle, you can still be tested, as long as you have an appointment. Testing sites can accommodate pedestrians. There are, however, NO walk-up appointments. For a full list of locations and answers to questions about testing, go to covid19.lacounty.gov.

How are clients transported here?

The Department of Health Services' Emergency Medical Services (EMS) is handling transportation of clients to the medical shelters and to hospitals when critical needs arise.

What is the intake process like?

Each client is first interviewed by medical personnel onsite before they are escorted to their room. Medical personnel are managing this process directly onsite.

What is the medical sheltering capacity at the Bell Gardens Quality Inn and Suites?

Currently, it has approximately 90 rooms available for medical sheltering.

Are medical sheltering clients from Dockweiler RV Park being sent to the Bell Gardens Quality Inn and Suites?

Approximately 15 clients from the Dockweiler medical shelter were transferred to the Bell Gardens Quality Inn and Suites. These clients have a higher level of medical needs, but do not meet the threshold for hospitalization. Moving these clients will provide a more stable environment.

Who is staffing this medical shelter?

The Department of Health Services (DHS) Housing for Health, in partnership with other

providers, will provide medical care onsite. County staff will provide management and staff which will support onsite logistics. Other wraparound services that are provided include meal delivery, sanitation, laundry and mental health support.

How is the Bell Gardens Quality Inn and Suites being secured during its use as a medical shelter?

The County has contracted with private security firms to provide 24/7 security, ensuring the health and safety of the clients and staff.

Can clients staying at the Bell Gardens Quality Inn and Suites medical sheltering site come and go? Are they able to leave the hotel?

No, clients assigned to medical sheltering must remain in quarantine or must self-isolate. Clients in the facility have either tested positive for COVID-19 or are awaiting test results and currently exhibiting symptoms -- but their symptoms are still mild enough to not merit hospitalization.

The main goal of COVID-19 medical shelters is to provide a safe place where clients can both recover from symptoms and also isolate themselves so that they do not spread the coronavirus to others. All clients will not be allowed to leave the area until after their isolation or quarantine period ends.

What about client discharge and post-care?

Onsite medical personnel will monitor each client's case and approve discharge when they are no longer at-risk of being contagious to other people. Support service providers will be onsite to help ensure people experiencing homelessness have access to housing accommodations once they are discharged.

How long will the Bell Gardens Quality Inn and Suites serve as a medical sheltering site?

The County has a two-month lease to use it, with the option to negotiate extensions of the lease.

Are more medical shelters, similar to the Bell Gardens Quality Inn and Suites, being set up throughout the County, including the Southeast Los Angeles area?

Yes, the County of Los Angeles is establishing additional medical sheltering beds for people who either have been exposed to COVID-19 or who health authorities have determined need to self-isolate or self-quarantine but cannot do so in their own home. Approximately 900 medical sheltering beds are now available for people in need. If you are a hotel or motel operator interested in partnering with the County and willing to provide your facility as a COVID-19 medical shelter, please visit our website, doingbusiness.lacounty.gov. The County has created this website to quickly identify and engage interested hotel/motel operators in the COVID-19 response.