

“As Administrator for the Department of Emergency Medicine at LAC+USC Medical Center, I have the privilege of working closely with our CARES Auxiliary. CARES is currently supporting our Pediatrics ER Remodel Project. This project is designed to enhance the care and services that we provide our pediatric emergency patients. With every step of the way, CARES has been a phenomenal partner who is committed to our vision and community. It is slated to be completed by the end of 2020.



More than ever, we need CARES to do what it does best – to support the LAC+USC mission of providing world-class care, to a world-class community. Our Pediatric Emergency Room will be able to offer quality patient care to some of the most vulnerable children in LA County...without CARES, this is not possible. As we strive to elevate the quality of care, CARES will be an invaluable partner – and it’s an honor to be part of a team that works closely with CARES. Over the years, CARES has left an indelible footprint at LAC+USC Medical Center...and I thank CARES leadership for their tireless commitment and generosity.”

Victor M. Peña, MBA, Administrator
Department of Emergency Medicine, LAC+USC Medical Center

LOS ANGELES COUNTY/USC
MEDICAL CENTER AUXILIARY



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Newsletter



COVID-19 IS CHANGING ALL ASPECTS OF OUR EVERYDAY LIVES, INCLUDING THE PRIORITIES OF CARES SERVICES!

CARES thanks you for having donated previously! At this most difficult time, we are asking you to donate again in support of CARES' mission to assist our patients and their families!

The 'Good News' is that CARES continuously adapts to provide the services that are required for the Medical Center and its patients. The priorities now are:

- Childcare for “Essential Workers”
- Food and clothing for patients and families in need

CARES has thus far risen to the challenge of meeting those needs!

It has been tough, but we strive to continue!



Providing services during COVID-19 requires:

- Researching, documenting, and practicing all COVID-19 related safety protocols
- Maintaining enough staff to comply with the new standards and constantly re-scheduling to allow for additional staff if someone becomes ill
- Finding staff and volunteers who are available to bag and distribute thousands of pounds of food monthly



Unfortunately CARES shops have had to close due to COVID-19 which has had a significant negative effect on our budget. As a result, additional resources are needed.

YOUR DONATION NOW IS ESPECIALLY IMPORTANT!

President’s Message



Mindy Halls, President

Greetings to all CARES Friends and Patrons.

Hope you are safe and well during the COVID-19 pandemic. Our last Newsletter was in March and CARES has been incredibly busy ever since. As you will discover when you read this Newsletter, CARES has had to adapt to a new way of providing services. The CARES Staff is as dedicated as ever in its efforts to help the Medical Center under extremely stressful and difficult times. We need your help. I am reaching out to each of you to assist us by donating to CARES so that additional staff may be hired to help us continue services and expand if necessary. CARES is supporting LAC+USC Medical Center in the war against COVID-19, and your participation would be appreciated greatly. I look forward to the future when this will be behind us.

Sincerely, *Mindy Halls*

Childcare for Essential Workers

The CARES Auxiliary has been a charitable agency supporting the LAC+USC Medical Center for over fifty years. Over the span of those years, CARES has modified its services to meet the needs of the patients.

Until just a few months ago, the focus of childcare was to care for the children of our patients and visitors. Now very few visitors are allowed in the hospital due to COVID-19, and the outpatient clinics have been closed. With schools shut down and traditional caregivers (family and friends) isolating at home, the management of LAC+USC needs CARES to expand its services to provide childcare for “Essential Workers” of the Medical Center—those workers without whom the hospital would simply not function, those who care for our usual in-patient population, as well as for all of those with COVID-19.



Other Non-Profits which normally serve our patients have closed their doors and no longer operate on Medical Center grounds. Therefore, CARES services are even more important to the welfare of the patients and the Medical Center staff. Working from home is not an option for CARES. Thus far we have not turned anyone away, but our Childcare Centers are currently at maximum capacity and increasingly more costly to operate due to COVID-19.

At this point, CARES must hire extra teachers and staff to continue our critical services!



An LAC+USC Medical Center Essential Worker's tribute about the value of CARES Childcare Centers: “Profound Gratitude”

“Dear Maritza,

I just wanted to thank you for having the CARES daycare open for us during this challenging time. Before the COVID-19 situation, my daughter was cared for by either Grandma, a babysitter, or extended care at school. Since school shut down, there has been no extended care, and her babysitter and grandma are in high risk groups. As such, we literally had nowhere for her to go. My only choice was to stay home with her and not work. Thanks to your service, I am able to go to work again to participate in providing health care for our community. I also have great peace of mind as my daughter loves to go to the daycare every day. She gets to do arts and crafts, play, meet new friends, and she enjoys interacting with your staff. I really feel this has been a blessing as I am able to actually spend more quality time with her as I can drop by to visit and even have lunch with her! I am impressed with each of your staff. They are professional, and provide loving and developmentally-appropriate care for a wide range of ages. She is provided with nutritional meals and snacks with no junk food. Ave and I feel like we have become part of a new family at the Daycare. **Who knew that we would find a gem in the middle of this healthcare crisis!**

Maritza Morales
CARES Executive
Director

Thank you again for providing a wonderful daycare setting with outstanding teachers and counselors. You are all much appreciated!”



Food for Those Who Need It



Last December, CARES was thrilled to be able to enter into a partnership with the LA Regional Food Bank to distribute food to LAC+USC patients and their families in need. The LA Food Bank agreed to bring their mobile food truck to the Medical Center on a regular basis, and it became the role of CARES to organize the events and to distribute the food appropriately. It was a real joy to see the huge truck pull up, open its cargo doors and watch as the patients made their food choices! Those receiving food celebrated with praise for providers and tears of appreciation to receive this much needed food.

Then within a few months, COVID-19 put this vital service in jeopardy. Added protocols for safety were required, and patients could no longer personally pick out their food. CARES was determined to make it work and restructured the whole operation. As a result, every single food distribution has been held as scheduled.

The CARES food distribution program staff must now off-load literally thousands of pounds of food twice a month. They must sort and bag the food and make sure that the food is safely given without any face to face contact.

In order to ensure the continuation of this critical program, especially since volunteer staff has been unavailable due to COVID-19, CARES desperately needs additional staff to manage the food assembly and distribution within the new requirements.



Jeannette Prado, Community Worker, and Hilda Palafox, Patient



Jeannette Prado, Community Worker, and **Hilda Palafox**, Patient

HELP US FEED THOSE IN NEED!

Now is the time to help by giving generously!