



March 16, 2020

RE: COVID-19 Update Glen Communications

Dear Residents and Family Members at The Glen Stiles Apartments,

Amid the fast-changing circumstances regarding COVID-19, The Glen has decided to increase our infection control prevention and social distancing measures we have in place. After communicating with other senior living communities across the nation, The Glen has decided to take extraordinary proactive measures in order to keep residents and the Glen community safe and well. We understand these limitations may be challenging and inconvenient, but please understand **not adhering to these guidelines puts the lives of you and your neighbors at risk**. COVID-19 is extremely contagious and can be lethal, particularly for those in the demographic The Glen serves. We care about each of you and your loved one and these measures will mitigate the risk of community spread of COVID-19 on campus.

The following measures are effective immediately:

- **Residents are required to remain in their apartment and preventively self-quarantine until notified in writing that the quarantine is lifted.** Stiles nursing staff will be conducting daily wellness checks on all residents. Mail will be brought to your room each day. For outgoing mail, please let a staff member know and we will allow for pick up.
- **Residents should NOT leave the campus for ANY reason. Residents are not permitted to leave the campus and return.** Residents who choose to leave the campus must let us know of your decision. We will expect your return at the appropriate time in the future when the quarantine is lifted. Please provide us with your email and cell phone number so we can communicate with you while you are away from campus.
- **The Stiles dining room is closed.** A Stiles staff member will contact you to take your daily order for meals. Meals will be delivered directly to your apartment. We ask for your patience as we sort out this new process. We have discontinued serving the scheduled continental breakfast, soup and afternoon coffee in the Sweet Shop. If you need **essential items** from the store, please let a Stiles staff member know. Stiles staff will pick up those items that are available in stores on a weekly basis, each Thursday. We will deliver to your apartment.

- **The Village General Store, the Beauty Shop, Cooper Chapel and Harrell Library are closed.** A mobile book cart will move through the community on certain dates to allow residents to receive books. All worship services are suspended until further notice.
- **Medical transportation services through The Stiles staff are suspended.** For urgent or emergency health issues, residents are asked to contact Brenda Snider or Cynthia Reese at 318-797-6810.
- **All Glen employees have been counseled on the importance of minimizing exposure.** Essential personnel are required to check-in at the Stiles nursing station daily for screening.
- **To communicate with your loved ones and family, please use FaceTime, Skype or other forms of communication.** The Glen has the technology equipment available for your use if needed.

We are incredibly thankful for your understanding, patience and grace as we navigate these challenging times. You or your loved one's safety, health, and well-being are The Glen's highest priority. If you have additional questions, contact Cynthia Reese, Director of Independent and Assisted Living, or Brenda Snider, Resident Services Coordinator, at 318-797-6810. Keep up to date on COVID-19 through our website at theglen.org/resources-for-the-coronavirus or www.facebook.com/TheGlenRetirementSystem.

Sincerely,



Debra Williams
President and CEO