



March 12, 2020

**RE: COVID-19 Update Glen Communications**

Dear Residents and Family Members at The Glen Stiles Apartments,

We have been instructed by the State of Louisiana Department of Health to **IMMEDIATELY PROHIBIT** all non-essential visitors including family members for thirty (30) days; this 30-day mandatory prohibition of visitors shall commence on March 12 and shall end on April 10, 2020, unless otherwise recommended by written notice from the Department. Effective immediately, visitation is limited to healthcare workers and essential medical staff, including private sitters.

We realize this creates a great deal of anxiety and distress for residents and family members alike, and we will do all we can to provide you with opportunities to FaceTime, call, or otherwise connect with your loved one as much as possible. We have iPads, laptops and phones available to facilitate communication, though we know that is not the same as an in-person visit. This will be hard on everyone, but know The Glen is doing our very best to keep our most vulnerable residents safe.

If you have additional questions, or would like to speak with a member of administration about this directive, please contact Cynthia Reese, Director of Independent and Assisted Living, or Brenda Snider, Resident Services Coordinator, at 318-797-6810, and they will arrange to have a member or our team call you back. Also, with communication rapidly changing, please, keep up to date on COVID-19 through our website at [theglen.org/resources-for-the-coronavirus](http://theglen.org/resources-for-the-coronavirus) or [www.facebook.com/TheGlenRetirementSystem](https://www.facebook.com/TheGlenRetirementSystem).

Thank you for your gracious understanding and for entrusting us with the care of your loved one. COVID-19 is still very much an unknown, but we do know it is extremely detrimental to older adults, especially those with underlying health issues, and it is our top priority to protect the health and wellness of the residents and community at The Glen.

Sincerely,

A handwritten signature in cursive script that reads "Debra Williams".

Debra Williams  
President and CEO