



March 12, 2020

RE: COVID-19 Update Glen Communications

Dear Family Members at The Glen Cottages Memory Care,

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.

A member of The Glen staff will be calling the primary emergency contact for each of our residents and can answer questions that come up at that time. 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 Libby Kirkpatrick, Resident Services Coordinator, at 318-629-3536 and they will arrange to have a member of 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 or 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