



March 17, 2020

RE: COVID-19 Update Glen Communications

Dear Residents and Family Members at The Glen Village Health Care,

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. 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 other residents 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 room and preventively self-quarantine until notified in writing that the quarantine is lifted.** Village Health Care is required to restrict all visitors through April, 10. Beginning March 15, the requirement expanded to restrict all communal dining and group activities. We are making internal efforts to engage residents and keep them active outside of group settings.
- **Residents should NOT leave the campus for ANY reason. Residents are not permitted to leave the campus and return.** Village Health Care has also rescheduled all non-emergency physician appointments requiring residents to leave the facility and enter back in The Glen. Residents and family members must avoid non-emergency out trips for the duration of these restrictions. **Any resident who leaves the facility will be placed on a 14-day quarantine upon return which will require the resident to remain in their room.**
- The Village General Store, all Beauty Shops, Cooper Chapel and Harrell Library are closed. All worship services are suspended until further notice.
- Rehabilitation services will be provided in the resident's room. Only one resident at a time will be treated in the gym with sanitation occurring between residents.
- 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 do

encourage families to call, write letters, wave through the windows, schedule appointments to Facetime or Skype, and drop off anything you would like delivered to your loved one.

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 Michelle Greer, Administrator, or Amy Krohn, Assistant Administrator, at 318-213-3500. Keep up to date on COVID-19 through our website at **theglen.org/resources-for-the-coronavirus** or **www.facebook.com/TheGlenRetirementSystem**.

Sincerely,

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

Debra Williams
President and CEO