



VILLAGE HEALTH CARE
403 EAST FLOURNOY LUCAS ROAD | SHREVEPORT, LOUISIANA 71115
PHONE (318) 213-3500 | FAX (318) 213-3578
THEGLEN.ORG

November 2, 2020

Dear Family Members at The Glen Village Health Care,

As the holiday season approaches, we understand the desire for families, friends and loved ones to gather and as a family member, we recognize your right to celebrate with your loved one who lives at The Glen. While The Glen discourages residents from attending family gatherings during this time in the pandemic, we are reaching out to you in advance with hopes of mitigating the risks associated with the holiday season. The health and safety of your loved one at The Glen remains our highest priority.

Thanksgiving Day 2020 will look different at The Glen. We will not offer family members a guest meal on Thanksgiving Day due to the current restrictions. However, if you would like to visit with your loved one on campus during the holidays, please contact Cassandra Giannobile or Amy Krohn at 213-3500 to schedule a visit. Depending on the current status, visits indoors may be permitted. If not available, outdoor visits will be a second option.

If you choose to check out a resident at The Glen, please take these proper precautions:

- Wear a mask at all times during the visit
- During meals, socially distance at least six feet apart.
- Wash your hands prior to eating and drinking and frequently during the visit.
- Discourage family members who are feeling ill or those who have been exposed from attending.
- Close contact with those 18 years old and younger is discouraged.
- Additionally, if a resident leaves The Glen, that resident will have to quarantine for a period of 14 days to monitor for exposure upon returning. **To schedule checking out a resident, please call 213-3500 and share the date and time you will check out the resident, along with the estimated return time.**

As we look ahead with high hopes, it may be possible that guidance from the Louisiana Department of Health will change. In that case, any lifted restrictions will be immediately communicated to you, and we will adjust our actions based on that guidance. Again, we understand your family's desire to be close during this holiday season; however, we appreciate your special consideration when making holiday plans.

With every intention, The Glen will do our absolute best to provide your loved one with a special holiday season. We appreciate your trust in The Glen Village Health Care and are eagerly awaiting the period when we can welcome you back into our community. For any questions, please call 213-3500.

Sincerely,

A handwritten signature in cursive script that reads "Michelle Greer".

Michelle Greer
Administrator at The Glen Village Health Care