



January 2, 2020

RE: COVID-19 Update Glen Communications

Dear Residents and Family Members,

We are informing you of an update on The Glen's COVID-19 community status. The Glen learned of five residents in Cypress House at Village Health Care who each have tested positive for coronavirus. One resident is receiving treatment at a hospital and four residents are being treated at Village Health Care in a designated COVID isolation area.

The Glen is continuing to mitigate the risks of COVID-19 by performing these tasks:

- **Visitation guidelines are posted at the entrance to the facility and at outdoor visitation areas.**
- **Visitation will be discontinued for guests who do not continuously comply with all regulations for in-person interaction during the visit.**
 - **Visitors are limited to 2 adults who are 18 years of age or older per appointment following guidance from the Centers for Medicare Services and Louisiana Department of Health**
 - **All visitations must be scheduled.** Appointments are time-limited in compliance with regulations from the Center for Medicare Services and Louisiana Department of Health.
 - **Village Health Care encourages you to delay your visit at this time.** Alternate arrangements can be made for virtual visitation through Facetime or window visits.
 - **Inside visitation is restricted at present except for compassionate care situations for conditions such as an active end of life process.** To learn more about compassionate care guidelines contact the facility.
- CDC recommended screening of all who enter
- Restriction of inside visitation during facility outbreak testing
- Universal use of face masks for all personnel
- Ongoing environmental sanitation with EPA approved disinfectants
- Ongoing surveillance testing of residents and staff members in Village Health Care and The Cottages.
- Use of recommended isolation protocols in the Village Health Care with exposure to a positive resident or staff member in the last 14 days
- COVID-19 positive residents are isolated at Village Health Care in a designated COVID isolation area
- Quarantine of COVID-19 positive staff to home.

The Glen's COVID-19 communications and updates are posted on our website at **theglen.org/resources-for-the-coronavirus**. For additional questions, contact The Glen at 318-798-3500.

Sincerely,

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

Debra Williams
President and CEO