



January 14, 2021

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 a resident and two staff members who have tested positive for coronavirus. The resident resides in Magnolia House at Village Health Care. The first staff member is a nurse at Village Health Care. The second staff member is a certified nursing assistant who works in Cypress House at Village Health Care. The resident is being treated at Village Health Care in an isolation area. Both staff members have been quarantined off campus.

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

- **Visitation guidelines are posted near the facility.**
- **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.**
- **The Glen 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 and other PPE as required.
- Ongoing environmental sanitation with EPA approved disinfectants.
- Use of recommended isolation protocols in The Stiles Apartments with exposure to a positive resident or staff member in the last 14 days.
- COVID-19 positive residents are isolated in their apartment.
- 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 black ink that reads "Debra Williams". The signature is written in a cursive, flowing style.

Debra Williams
President and CEO