



January 27, 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 five residents in The Cottages and a staff member in Village Health Care who all have tested positive for coronavirus. All residents are being treated at The Glen in isolated areas. The staff member works as a licensed practical nurse in Cypress House and has 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 Cottages and Village Health Care 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 cursive script that reads "Debra Williams".

Debra Williams
President and CEO