



January 7, 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 two residents and a staff member who each have tested positive for coronavirus. Both residents reside in Cypress House at Village Health Care. The staff member works in administration at Village Health Care had no resident contact. The staff member has been quarantined off campus.

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