



March 12, 2020

Dear Residents, Family Members, and Visitors:

At Lake Charles Care Center, your safety and well-being are always our priority.

We are actively monitoring the COVID-19 situation and remain in close contact with local and state health departments, as well as the Centers for Disease Control and Prevention (CDC), to stay up to date on measures to keep the virus out of the building. We are continuously updating our infection prevention program and emergency communication plans per local, state, and federal guidance.

Per mandate by the Louisiana Department of Health (LDH), we are required to prohibit all non-essential visitors, including family and friends, from entry to the building for 30 days, effective immediately until April 10, 2020, or further notice. LDH is directing and requiring that all licensed healthcare facilities in Louisiana that receive visitors adhere to this order. A visitor who does not meet the definition of a restricted person may be allowed to enter the facility as a non-essential visitor subject to the facility's approval, in situations such as those involving a resident who is on end of life care. We are posting signs on our entryway doors to notify visitors of this current policy.

At our home, our mission has always been to create the best experience — whether you live with us, work with us, or have a loved one with us. We understand that communicating with loved ones is critical. While we continue to maintain our standards of exceptional care, we hope that you share the common mission to keep our residents safe. We ask that you consider communicating via telephone, email, text, video chat, or social media.

While there are currently no known cases of COVID-19 in our community, should residents or staff receive a COVID-19 diagnosis, we will notify you. Please feel free to contact us with any questions and **make sure we have your latest emergency contact information, including an email address.**

Thank you for allowing us to serve you and your family.

Sincerely,

Hugh "Buck" Fellows, NFA
Administrator



IMPORTANT INFORMATION FOR VISITORS:

Per mandate by the Louisiana Department of Health (LDH), we are required to prohibit all non-essential visitors, including family and friends, from entry to the building for 30 days, effective immediately until April 10, 2020, or further notice.

This door will remain locked until April 10, 2020, or further notice.