



March 19, 2020

Dear Residents, Family Members, and Visitors:

I am reaching out to reassure you that we always have had your health, safety, and wellness as our utmost priority. While continuously monitoring and responding to the ongoing outbreak of coronavirus disease (COVID-19) in our state, Lake Charles Care Center will continue to be your trusted partner in healthcare.

While there are currently no known cases of COVID-19 in our home, I want to update you on actions that we are taking to keep the virus out of the building. Just as we prepare for weather situations such as hurricanes, we have plans in place to ensure that all residents receive the highest quality of care possible. We remain in close contact with the U.S. Centers for Disease Control and Prevention (CDC) and other federal and state authorities to continuously update our infection prevention and control plans. Specifically, we want you to know that we are:

- Prohibiting all non-essential visitors from building entry until April 10, 2020, or future notice
- Screening all essential visitors and employees upon building entry
- Screening and implementing specific requirements for non-essential visitors (who do not meet the definition of a restricted person but are granted entry per end-of-life care situations)
- Screening all residents on a daily basis for symptoms, such as fever or respiratory ailments
- Encouraging the practice of social distancing
- Providing instruction and recommendations for proper handwashing hygiene
- Suspending group activities, including communal dining
- Suspending all external activities and outings, including rescheduling non-emergency appointments
- Embracing and offering creative communication methods between residents and loved ones, such as tablets equipped with Skype function

Please call the front desk to set up a time to speak to your loved one via Skype and discuss alternative ways of communication. We also encourage sending emails to [social@dhcompanies.com](mailto:social@dhcompanies.com) as this is a great way to brighten their day – just be sure to include the resident’s name in the subject line. Also, follow and engage with us on Facebook for a closer look into special celebrations, tips, resident stories, and more.

We understand that visiting with loved ones is incredibly important, but these decisions ordered by authorities have been made with our residents’ health and safety as the top priority. Lake Charles Care Center remains committed to maintaining a safe, comfortable, and welcoming environment, and we thank you, in advance, for assisting us during this time. If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

Hugh “Buck” Fellows, NFA  
Administrator