



March 11, 2020

To Our Residents, Family Members, and Visitors:

Lake Charles Care Center is committed to keeping you and your loved ones safe and informed as we continue to closely monitor the rapidly evolving COVID-19 situation.

While there are currently no known cases of COVID-19 in our community, we are implementing additional measures recommended by the Centers for Disease Control and Prevention (CDC) and Louisiana Department of Health (LDH) to reduce the potential for the virus to enter our building. Experts from the CDC and LDH are recommending we take action to limit individuals from entering our building and to ensure sick employees stay home.

**At this time, we are screening all individuals who enter the building.** We are asking non-essential visitors, including family members, friends, contractors, and volunteers to avoid / limit visiting our facility for the time being. We are posting signs on our entryway doors to notify visitors of this policy and actively screening individuals, including staff, who need to come into the building. We encourage loved ones to communicate with residents by using video chat, calling, texting, or checking in on social media.

**Additionally, please make sure we have your most current emergency contact information.** We want to make sure we efficiently communicate with you to provide any new developments. We will provide emailed notices and Facebook posts to provide the fastest and most timely access to activity at our home. Please reach out to the front desk at 337-439-0336 with your updated phone number and email address.

Should residents or staff receive a COVID-19 diagnosis, we will notify you. If you have any questions, please call us.

Sincerely,

Hugh "Buck" Fellows, NFA  
Administrator



## **IMPORTANT INFORMATION FOR VISITORS**

### **At this time, we are screening all individuals who enter the building.**

- If visitation is needed, we ask it is done so between 8:00 a.m. and 5:00 p.m.
  - If visitation is needed outside of these hours, we ask that individuals contact the facility to coordinate arrangements.
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### **Take these steps to make sure you don't spread infections:**

#### **Please stay home if you are sick.**

- Do not visit the facility if you are sick or have had any ill symptoms - including nausea, vomiting, diarrhea, fever, cough, sore throat, runny nose, and / or shortness of breath.

#### **Sanitize your hands before and after visiting.**

- The soap and hand sanitizers throughout the facility are for everyone.
- Wash or sanitize your hands when entering and leaving the room of the person you are visiting to avoid bringing in and carrying out germs.
- Insist that healthcare providers do the same before caring for your loved one.
- Cover your cough or sneeze with tissue or your sleeve, if needed.
- Clean your hands after sneezing, coughing, touching your eyes, nose, or mouth, after using the restroom, and before and after eating or drinking.
- Do not sit on resident beds or handle their equipment.

#### **Read and follow any instructions posted outside of the resident's room.**

- Follow special precautions, if necessary.
- If the resident you are visiting is on "isolation precautions," talk to the nurse before entering the room to find out what steps you will have to take, such as wearing a mask or other protective clothing / equipment.