



March 9, 2020

Dear Residents, Family Members, and Staff of Friends House,

The news about the Coronavirus is on every television channel and social media outlet you read and listen to. The well-being of our residents and staff is always a top priority at Friends House Retirement Community, Inc. So naturally, (FHRC) is taking this Coronavirus situation very seriously; as we do with each and every potential outbreak situation that has come along over the years. On the spectrum of responses to events such as this are denial on one end and panic on the other. In the middle of the spectrum is preparation. FHRC has long been prepared for these types of events, not just with its own policies, procedures and flexibility to adapt; but also through its communications with other local health systems as well as the CDC and the centers for Medicare and Medicaid Services.

Our focus is on infection prevention and control. We have infection control and emergency preparedness policies and procedures and our staff is trained and periodically retrained in standard infection control practices.

Thoroughly washing your hands with soap and water is the best method of preventing the spread of this virus and many other illnesses and diseases. Hand sanitizers with a 60% or higher content of alcohol in the product are a good substitute when soap and water are not available.

If you have a fever of 100.4 Fahrenheit or above, or generally feel sick, we very much encourage, even request, you to not visit your loved one or friends at FHRC during such time. Staff are instructed to not come to work under these same circumstances.

Additionally, if you or anyone in your household have traveled to China, South Korea, Italy, Iran, Japan in the past 14 days, we are requesting that you not visit Friends House for a period of no fewer than 14 days. Staff will be mandated to stay home taking and recording their temperature daily for 14 days, with any high readings requiring a doctor's consultation. The number of areas of travel may expand. If it does, we will be updating these areas of travel by which this process will be enforced.

Members of the public who have questions about this information are encouraged to call the Maryland Emergency Management Agency call center at 410-517-3720.

We greatly value and appreciate the opportunity to serve those entrusted to our care, and we do so with competent, caring and compassionate staff who seek to make a positive difference in the lives of those we serve. In return, we as staff are blessed with the reward that one only feels from serving another. Friends House is a very special place thanks to the many people whose lives have come through these buildings, helping create the wonderful place that we are today. That includes you, and we want you to remain safe from this virus that is being talked about nonstop on social media.

Thank you for your support and understanding as together we seek to ensure the highest level of safety that we can for our residents and staff during this time.

Best Regards,

Timothy P. Sanna, NHA