



April 14, 2020

Dear Residents & Family Members,

Though we were met with resistance through the normal or expected means and had to figure it out all on our own, we found a way to test all residents and staff in the healthcare areas of Friends House Retirement Community, Inc. Testing is currently happening as this is being written, and the tests will be completed by the end of this week with results sent to us no later than the first of next week.

As we obtain results about each resident, we will let the resident know and we will also call the appropriate family member(s) to let them know. We will call you whether the result is positive or negative, so you will know the outcome either way. And we will call as soon as we learn the result.

Please know we greatly value and appreciate that you have entrusted your loved one to our care. We accepted this responsibility as a privilege and honor. Friends House continues with stringent protocols by dedicated and caring staff who are putting themselves on the line to serve our residents just as we would our very own family members. This is the same team that generated a five-star (out of 5-star max) rating for our healthcare, exhibiting not just our compassion, but also our competencies and very capable leadership in healthcare.

Thank you for your support and encouragement to our healthcare team. We realize this is an anxious time for all. Rest assured, we are not resting, though. Our healthcare team is a caring, compassion, competent group who are giving their all to protect the welfare, safety and health of our residents and each other.

We continue to work with The Maryland Department of Health, the Centers for Disease Control and Prevention (CDC), and local health departments in monitoring the outbreak of the virus, COVID-19. The people most likely to become severely ill from COVID-19 are older adults with underlying medical conditions. Please know we remain on high alert watching carefully for all residents.

All of our staff members continue to follow public health recommendations to reduce the risk of spreading COVID-19. These include strict handwashing procedures, and in many circumstances, wearing facemasks, gowns, and gloves when interacting with residents who are sick. In spite of the shortages that have been well broadcast, our team has been working around the clock to obtain the needed protective equipment as we give our best in protecting both staff and residents.

Some have asked how they can help. If you feel so inclined and would like to contribute to helping our team during this time of the coronavirus, please contact Anne Derby at 301-924-7510 or aderby@friendshouse.com, or go to this link: <http://weblink.donorperfect.com/Giv3>.

We will update our COVID19 section of our website as more information becomes available.

Thank you for your continued patience and understanding. We remain fully committed to the welfare, safety and health of every resident and the caring people who serve them.

Sincerely,

Ron Jennette
Interim CEO