



May 1, 2020

Dear Residents & Family Members,

We would like to give you an end of the week update.

This has been another full week of giving our best to serve and care for each and every resident at Friends House. Here at Friends House, staff and residents become extended family; so every soul matters deeply to us.

Fortunately, staff who tested positive are beginning to return to work now after fourteen days of no symptoms. More help is appreciated because we are being inundated by different government entities with lots of additional reporting that often seems very similar in nature from one government entity to the next.

Our most current results, having tested all residents from the healthcare areas plus all staff are:

	#Positives	#Deaths	#Returned to Work	#Now Negative
Residents	18	5	N/A	2
Staff	13	0	4	N/A

Please keep in mind that we are not certain how much, if any, the coronavirus played in the passing of the 5 residents noted in the chart above. It is not unusual for non-rehab elderly residents in a nursing home to have a number of complex health issues that ultimately lead to the end of the circle of life here on this earth as we commonly know it. That's a key reason the coronavirus is so difficult for our staff. We are used to holding your loved one's hand or giving them a hug, just as you do when visiting. But as one resident described it, we look like space people coming into the room. Nevertheless, our team is very focused on personalized resident care.

While our positive-testing staff are recovering, many of whom had no symptoms, we are very sad that a second one has now lost their spouse. Friends, we are all in this together. COVID-19 has no boundaries. May we hold each other up to the light.

We continue to monitor very closely all our residents, with an extra special eye on those with COVID-19; all of whom reside in one section of Thomas Hall until they test negative twice.

Visitors are not coming into the healthcare areas, not family members and not residents from our independent living areas. We are cleaning multiple times a day. Overtime has skyrocketed as we spare no useful expense to protect everyone to the best extent we can, as some staff are now unavailable and we are being extremely careful about who we bring in to work in hopes of keeping the virus away. We also require our staff to check in every day, i.e., temperature and questionnaire. Independent living residents have been making us backup gowns and masks, as N95 masks and gowns are hard to come by.

We realize how hard it is to not be able to visit your family member. These are indeed unique times. We are thankful for staff who are so caring and compassionate. As a reminder, please note we now have the option of Face Time and Skype to contact your loved one.

Thank you for your continued support and encouragement of our five-star healthcare team. 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. As you know, there are well documented shortages, so our team has been very resourceful in obtaining all we can and adjusting as necessary where needed for the safety and welfare of the resident.

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 new information is available.

Thank you for your continued patience and understanding. 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.

Friends House Management