



May 6, 2020

Dear Residents & Family Members,

With **Mother's Day** approaching, we want to get this update to you.

First, for those who plan to call their Mom or Grandmother at Friends House via FaceTime or Skype this weekend, we ask that some of you please consider doing so on Saturday. If everyone calls on Sunday, it could become very difficult to make all the desired connections.

We greatly appreciate your cooperation and assistance in working with us so everyone can speak to their Mother and/or Grandmother. We realize how difficult it is to not be able to visit your Mother or Grandmother inside. Many of us are also not able to visit our Mothers and Grandmothers this weekend because of coronavirus, either. So we'll all do our best, and lift each other up.

Our testing and care protocols continue to be successful in isolating the virus. Our latest results are:

	#Positives	#Deaths	#Returned to Work	#Now Negative
Residents	18	5	N/A	6
Staff	13	0	5	N/A

The CDC recommends staff be quarantined for 10 days with no symptoms before returning to work. Most of our employees have been staying in quarantine for fourteen days without symptoms before returning to work in accordance with their personal Doctor's orders. It is expected staff can more easily communicate whether any symptoms still exist, whereas residents are re-tested to achieve at least 2 negative results at least 24 hours apart before they are considered free of coronavirus.

In spite of the extra personal protective equipment worn by staff, please know that our staff are continuing to give their all to provide personalized service and care to your loved one. Our creative team has found new and different ways to interact, including hallway activities so

residents can stay closer to their room without having to physically move past others. Thus, we lessen the risk.

A continued, growing challenge for all nursing homes is all the extra reporting and threats of fines from government agencies. Though the workload has grown considerably while staffing is tighter due to coronavirus, agencies have doubled down asking for report after report after report; then threatening fines if not produced in accordance with their timeframe. What a shame when we have to struggle to keep the focus on residents instead of paper.

For all the mothers who are reading this, we wish you a most **HAPPY MOTHER's DAY!**

Thank You for your continued support and encouragement of our five-star healthcare team. 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](mailto: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.

We appreciate 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.

Blessings to all,

Friends House Management