



October 21, 2020

Dear Residents & Family Members,

Please see the chart below for our current numbers related to positive COVID cases for both residents and staff. These numbers are reflective from the very start of the pandemic. We have had no changes since the last update. We are testing staff this week.

The Holidays are quickly approaching and there does not seem to be an end in sight for the COVID-19 pandemic. This year will be different. In the past, residents could go home with family on the holidays or even stay overnight. Neither will be available options this year. Unfortunately, there will be no going out for a meal or a getting together with family. The data is showing that one of the top spreaders of COVID is the family gatherings where social distancing and mask-wearing are not being met.

We realize this is disappointing and will be very different and very inconvenient. However, in order to maintain the safety for you and your loved ones we must follow the steps above; keeping in mind your loved ones in Friends House are the most vulnerable population when it comes to covid. And we are also now entering flu season, so our staff are on extra high alert if that's even possible given we've been operating at such an extremely careful level with covid.

We hope everyone who is able to is also enjoying window visits with your loved one. If you would like to have a window visit, please call the front desk of Stabler Hall during regular business hours to schedule a time, or feel free to request a Skype or FaceTime call. The number is 301-924-7531.

Our visiting hours for window visits are 7 days a week. We ask that you limit your visits to 30 minutes per day so all families may have time to participate.

Please see **OUTDOOR VISITS** update of September 9, 2020 posted to the website for information about outdoor visits. (Specifically the bolded area of **NO PETS** are allowed.) This is also reposted again at the bottom of this letter as

OUTDOOR/INDOOR VISITS. Again, at this time, outdoor visits are much preferred by CMS, but indoor visits will be allowed if preferred by the family or resident, such as due to the weather. Whether an outdoor or indoor visit, please refrain from keeping your scheduled appointment if you are feeling ill or not well to any degree.

The added cost burden of all testing and additional personal protective equipment has placed a heavy burden on communities like Friends House. 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>.

Our latest results since the beginning of COVID-19 are:

	#Positives	#Deaths	#Returned to Work	#Became Negative	#Still Positive
Healthcare Residents	20	6	N/A (not applicable)	14	0
Staff	20	0	20	N/A (not applicable)	0

We will update the COVID-19 section of our website, as new information is available.

We appreciate your continued support 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 COVID-19 virus.

Please remember that the virus has not gone away so it is still important to remain vigilant and stay healthy. Additionally, the influenza season is upon us. Please consider getting a flu-shot from a local pharmacy or your physician's office if they are providing them.

Stay Safe,
Friends House Management

OUTDOOR/INDOOR VISITATION GUIDELINES

Below are guidelines for outdoor and indoor visits:

- Outdoor/indoor visits will only be allowed if scheduled in advance.
- Visits will be no longer than 30 minutes in length.

- If your loved one is not feeling well for any reason they will not be allowed to attend the outdoors visit. Additionally, we ask that any visitors who are not feeling well to please cancel their visit and reschedule for another time. ● No more than two visitors at any one time on the Haviland Hall deck or the gazebo area or solariums during the visit.
- If your loved one lives on Thomas Hall or Stabler Hall, call the front desk on Stabler Hall at 301-924-7531 to schedule a visit.
- If your loved one lives in Haviland Hall, call the nurse station on Haviland Hall at 301-924-7518.
- There will be no standing requests for a repeating, regularly scheduled outdoor visit.
- All scheduling for the visits will start on the Wednesday of the weekend to be scheduled.
 - You may begin calling at 9:00 am on Wednesday and you must call at least 24 hours before the day and time of your requested visit to allow time to schedule volunteers to assist with the visits.
- Initially, outdoor and indoor visits will occur Friday through Sunday, from 3:00 pm to 6:00 pm.
 - Inclement weather may change the outdoor visit to an indoor visit.
- Masks must be worn at all times during visits.
- No food or drink during these visits because that requires removing one's mask.
- **NO PETS (Except guide dogs) will be allowed on the deck in Haviland Hall or in the gazebo area behind Stabler Hall or the solariums. The volunteers will not be responsible for any pets.**
- All gifts/packages that the visitor plans to give to the resident must be brought to the front door of Stabler Hall. The team at the front door will properly clean it and bring it to the resident for you. However, there is no guarantee this will occur during your visit.
- Physical distancing of at least 6 feet is required which, unfortunately, means no hugging or holding hands.

The visits for Haviland Hall will be on the deck in the rear of the building or in the solarium. The visits for Stabler Hall and Thomas Hall will be in the gazebo in the rear of the building or in the solarium.

Please see map for parking for easiest access to these areas.

Friends House reserves the right to cancel or postpone the outdoor or indoor visits at any time for the safety of the residents. This may include air quality issues or precipitation.

We understand Friday through Sunday 3-6 pm is very limited in time, however, as the process becomes more defined and more volunteers are secured to assist with the visits, the hours of operations may grow.

Only one outdoor or indoor visit per location will be scheduled at a time. Visits will be no longer than a maximum of 30 minutes in length. This is in consideration of the residents' health, the volunteers' time, the added stretch on staff, and the goal of getting as many residents and family members as possible together to visit.

Any resident that is currently on the COVID-19 unit, observation unit, or admission isolation will not be allowed to participate in the outdoor or indoor visits until they transfer out from either of these units. However, window visits, Skype or FaceTime visits are still encouraged for anyone who cannot participate in outdoor or indoor visits.

Any violations of the policy, such as hugging, holding hands or getting closer than 6 feet or not wearing masks, could result in the resident being required to be on quarantine for 14 days and the visitors could be restricted from future outdoor or indoor visits.

We sincerely hope this is an improvement over the window visits or video calls, as it is our intent to serve our worthy residents as best we possibly can. Yet we understand it is still not the same as visiting in the room.

Thank you for your patience during this time as we do all we can to get back to some form of normalcy.