



October 2, 2020

Dear Residents & Family Members,

Please see the chart below for our most 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. Another week of testing staff yielded no positive test results.

We are sure many of you heard about Governor Hogan's press conference yesterday and the statement about new visitation guidance for Skilled Nursing Facilities (long-term care facilities). Friends House is excited to implement its new indoor visitation process.

In order to meet this new directive, we will be allowing the resident or family member to choose whether they want their "in-person" visit to be inside or outside. The Centers for Medicare and Medicaid Services still prefers outdoor visits, but of course, everyone understands that temperatures are getting cooler in this part of the country. Therefore, inside visits will now be allowed. Please note there will still be assigned times for these visits, with limited hours and days. This is due to limited resources to meet all the requirements of in-person visits. The indoor visit announcement made yesterday by the Governor does ***not*** mean business as usual, as it was pre-pandemic. The location for our indoor visits will be strictly limited to the solariums in both Stabler Hall for healthcare and Haviland Hall for assisted living. Entering and exiting will be through the solariums only. All other areas will remain off limits. The resident will be brought to the solarium to meet with you under the same physical distancing and other guidelines as has been the case with outdoor visits.

Please see the attached summary from the three leading Long Term Care Associations in Maryland.

We will continue to test all staff for the foreseeable future and will test all residents on the health care units if a staff member has a positive test result, or the resident is showing

symptoms whereby the physician orders the test. The time and staff needed for staff testing is a cost that Friends House continues to absorb.

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. This is also reposted again at the bottom of this letter as OUTDOOR/INDOOR VISITS. Again, at this time, outdoor visits are preferred by CMS, but indoor visits will be allowed if preferred by the family or resident. 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.