



May 21, 2020

Dear FutureCare Residents and Families:

Last weekend, several counties throughout the state began to loosen restrictions following Governor Hogan's "Safer at Home" advisory. While this first phase allows for some businesses to open, nursing homes still must remain closed to outside visitors.

We understand that you are anxious to visit with your loved ones. However, the Centers for Medicare & Medicaid Services (CMS) will not allow us to open facilities to visitors, except for compassionate care situations, until phase three when there have been no new, nursing home onset COVID-19 cases for 28 days (through phases one and two).

According to CMS, any decisions to relax requirements within nursing homes should be made after a careful review of facility-level, community, and state factors, as well as in collaboration with state and local health officials and nursing homes.

We know this is very challenging for you and your loved one. In the meantime, please know that we are still facilitating virtual visits and are available to respond to your questions. If you are having trouble connecting, please let us know.

FutureCare will also continue to follow the prevention guidance from CMS and Centers for Disease Control (CDC), and work closely with the health departments and our hospital partners to keep our residents and community safe.

As Maryland moves through this first phase of reopening, we encourage you to continue to practice prevention measures like washing your hands often, social distancing, and wearing a mask in public places. We want you to be healthy and ready to visit your loved one when the time comes! As a reminder, enclosed is a [brief CDC fact sheet](#).

If you have any questions or concerns, please reach out to the Executive Director.

Also, if you haven't already done so, please confirm your current preferred email address with the Admissions Department by contacting them directly, so we can continue to send Facility and COVID-19 updates in real time. Thank you for your patience and support as we work through the remainder of this pandemic.

Sincerely,

FutureCare Executive Director