



FutureCare Updated Visitor Policy Changes

Dear Residents and Families,

This is indeed a challenging time for our residents and families. The Coronavirus (COVID-19) has recently been certified as a pandemic and it is unlike anything we have faced in recent memory. It is extremely contagious and there is no vaccine or therapeutic that can stop it, or even slow it down. At FutureCare we are laser focused on the risks presented by this disease and are working hard to safeguard all of our residents and staff.

Accordingly, in response to Governor Larry Hogan's press conference announcement on Tuesday, March 10th and a subsequent press conference on March 11th, and consistent with guidance from State and Federal Regulatory agencies, FutureCare is immediately updating its visitor policy. As Governor Hogan stated, the elderly and those with chronic health conditions are at greater risk for contracting the virus and have a significantly higher chance of dying from the virus. Therefore, for everyone's protection, FutureCare is temporarily restricting all but essential visitor access to its Facilities. The following changes are in effect immediately until further notice:

- Routine visits will be restricted per CMS guidance and alternative methods of communication will be provided.
- Immediate family or friends who are permitted to visit for essential purposes will be screened prior to entry. The following applies to those visitors:
 - Visitors must wash their hands or use the alcohol-based sanitizer upon entering the Facility.
 - Visitors must check in at the front desk.
 - Only one visitor is allowed per patient.
 - Visitors may only visit the resident(s) they registered to visit and may not travel throughout the Facility.
 - Visitors will be screened for cold and flu-like symptoms and are not permitted to visit the Facility if symptoms are present.
 - Visitors with international travel to countries with sustained community transmission may not visit for 14 days after arrival into the United States.
 - Visitors who reside in a community where community-based spread of COVID-19 is occurring may not visit.

Updated: March 11, 2020

These enhanced visitor limitations are designed to protect the health and safety of our residents, staff, visitors and the public. In addition to limiting access to visitors as noted above, we are restricting access to the following, all of whom must adhere to the visitor requirements set forth above:

- Facility employees, contractors and consultants who are essential and needed to keep the operations running and provide care to the residents, and
- Government officials who in their capacity require entry.

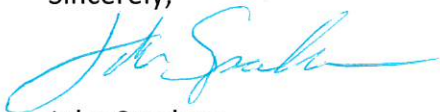
Federal regulations require that we limit visitation if it poses a clinical or safety risk. Now that there are confirmed cases of COVID-19 in Maryland and preliminary data showing a fatality rate of 3-5 times greater than the general population in the elderly, enacting these changes to visitation is of critical importance. They are consistent with recommendations from the Governor of Maryland, the Maryland Department of Health, the Centers for Medicare and Medicaid Services, and the Center for Disease Control for responding to the coronavirus.

We understand this is a challenging time for everyone in our communities and we are continuing to remain vigilant and working with local hospital systems, medical and professional subject matter expert consultants, local industry organizations, and local, state and federal partners to stay on top of this ever changing situation and take precautionary steps consistent with the information and direction being provided to us.

Our top priority is the safety of our residents and staff, and this is best accomplished by preventing the COVID-19 virus from entering the Facility. Evaluations from prior viral epidemics that spread like COVID-19 found that actions taken early in outbreaks, such as social distancing, restricting non-essential interactions with others and washing hands can significantly reduce the spread of the virus. Waiting until the virus is spreading in the community is often too late, and our goal is to prevent it from entering our FutureCare communities.

We truly appreciate your patience and understanding regarding these policy changes. If we do these things now, we have a much better chance of avoiding the worst of the coronavirus and returning to our normal lives. Thank you for your trust in all of us at FutureCare. I can assure you that we are working hard to achieve the desired result.

Sincerely,



John Spadaro,
COO