



March 14, 2020

To Our Residents and Family Members:

We first want to thank you for your continued support and patience as we navigate COVID-19's impact on FutureCare and our communities. The safety and well-being of our residents and staff remains our highest priority.

This week, the World Health Organization (WHO) declared COVID-19 a global pandemic. A pandemic is a worldwide epidemic. And as you can see in the media different countries are having different levels of success in containing its spread. In the US and in Maryland particularly our leaders are aggressively trying to stop the spread of COVID 19 into skilled nursing facilities. That is why we had to place such severe restrictions on visitation last week.

On March 13, 2020, the President declared this Coronavirus a national emergency. Simultaneously our regulator, CMS, updated their guidelines (3.13.20) regarding visitation, dining, and activities.

In addition to various other requirements, CMS is requiring that:

- Facilities should restrict visitation of ALL visitors and non-essential health care personnel, except for certain compassionate care situations, such as an end-of-life situation on a case to case basis
- Communal dining and all group activities, such as internal and external group activities must be cancelled.

Due to these recent changes, our facilities will be implementing strategies that allow for in-room activities. Individual therapy will continue.

Updated signs will be posted on our entryway doors to notify visitors of these change in policy and we will continue to actively screen all residents and individuals, including staff, who need to come into the building. This process, which is for everyone who is permitted to visit as well as for our staff, includes mandatory handwashing or sanitizer use and temperature checks. In the rare instance that you are permitted to visit, you will be required to wear personal protective equipment such as a mask.

FutureCare will continue to follow the recommendations of CMS and the CDC on prevention steps and we are staying up to date with all government requirements and recommendations as they may continue to change. In addition, FutureCare is in close contact with the local and state health department, and we are following their guidance.

For additional information, please visit the FutureCare website at www.Futurecare.com and follow the link to Coronavirus (COVID-19). We are also actively posting on Facebook, Instagram and Twitter.

We know this is a very hard time for anyone with a loved one who is sick, let alone someone they cannot be in personal contact with. By early next week, March 16th, FutureCare will have in place a robust telecommunication capability that will enable your loved ones to have face-to-face communication with you while these visitor restrictions are in place. We have also assigned each patient their own personal staff member, which we call their Ambassador, to help them through this difficult time, we will continue

FutureCare

to keep you posted. Hopefully we can get past this peak crisis time with no health implications to our residents and staff. We look forward to resuming normal operations as soon as we are permitted.

Sincerely,

A handwritten signature in blue ink, appearing to read 'GA', is positioned above the printed name.

Gary Attman
CEO, Futurecare