



September 30, 2020

Dear FutureCare Residents and Families:

As fall begins, with cooler temperatures on the horizon, I wanted to share some brief updates and reminders.

For the past several months, the Executive Directors of each FutureCare community have been providing in-depth COVID-19 updates. The updates have advised on Facility happenings, as well as opportunities to schedule virtual and outdoor visits, as permitted by the Maryland Department of Health (MDH). If you have not been receiving these updates, please take a moment to confirm your current preferred email address with our Admissions Department by calling the Facility directly.

The Centers for Medicare & Medicaid Services (CMS) recently issued guidance on reasonable ways nursing homes can safely facilitate in-person visitation. The guidance, however, continues to encourage nursing homes to facilitate outdoor visitation because it poses a lower risk of COVID-19 transmission due to increased space and airflow.

For indoor visitation, we must follow the MDH's protocol on how to safely implement the CMS' updated guidance, including assisting with support person visits. We are still awaiting further direction. As each community is unique, you will hear directly from your executive director with information specific to the Facility, and once finalized, we will post the Support Person visitation policy.

It is imperative that during your visit all safety instructions are followed, including wearing face covering (must cover mouth and nose at all times), handwashing, social distancing, restricting movement only to the area authorized to visit, and wearing personal protective equipment if directed to do so.

It has been wonderful to see visitors who have been able to participate in the outdoor visits, and we look forward to seeing more families and friends. As we plan for future visitation options, it is important to know that FutureCare remains committed to stringent infection control practices, as our main focus is the safety and wellbeing of our residents and staff. We continue to follow the prevention guidance from CMS and Centers for Disease Control (CDC), and work closely with the local and state health departments and our hospital partners to keep our residents and community safe.

This pandemic brings us all daily uncertainty, but one thing has remained consistent – the love and support from our families and staff. Thank you again for your patience as we navigate another season together.

Sincerely,

A handwritten signature in blue ink that reads "John Spadaro". The signature is fluid and cursive, with a large loop at the end of the name.

John Spadaro
Chief Operating Officer, FutureCare