



Dear Friends,

We are writing today to let you know that Friends Care Community is doing fine. Despite the very real challenges of this COVID-19 epidemic, our staff and leadership remain strong, compassionate and capable as we care for our residents. We want you to know this, because we know it matters to you. And, while you can expect a fundraising message from us at a future date, today we just want to loop you in on a few details, and recognize and thank you for the generous support you have provided in the past.

Facing a crisis from a position of organizational strength, FCC has swiftly adapted to new and rapidly evolving guidance for fending off contagion. One of the first locations in town to institute stringent precautions, we closed the facility to visitors in early-March. The now familiar protocol of mask wearing was added to existing sanitizing and handwashing standards. Importantly, employees are thoroughly and continuously screened for symptoms and exposure risks. As you probably already realize, there's no way to lovingly care for vulnerable individuals from a 6-foot distance. Imagine the courage and dedication of staff, who have continued to meet needs that don't cease, no matter what else may be going on in our world.

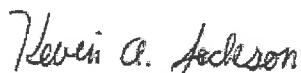
As a healthy, nonprofit organization, we are in good financial condition, too. Our board closely monitors financial data, and the elaborate fund balance that is necessary in any extended care facility has stayed steady. Of great importance, maintaining staffing remains an absolute essential. We were able to swiftly meet qualification criteria for a potentially forgivable loan through the US Small Business Association COVID Relief program. The funds are earmarked for payroll, and have allowed us the confidence to maintain a tight patient-to-staff ratio through the early, challenging days of the pandemic and beyond.

Gratitude begets gratitude, and kindness multiplies. During these recent months, community members have stepped up their expressions of appreciation for our efforts. Family and friends have found ways to maintain support for their loved ones, from smiles and conversations through windowpanes, to virtual visits, to gifts of food, to letters of love and support. All of these kindnesses have only made the team at FCC stronger and more committed to our residents.

So, how have *you* helped? In recent years, donor support has funded purchase of equipment that increases the wellbeing and comfort of residents. Examples include flat screen TVs bringing information and entertainment to residents in extended care rooms, a whirlpool to relieve physical discomforts, landscaping to beautify the Assisted Living building, dining room renovations to brighten mealtime experiences, lift chairs to bolster independence and comfort during rehab processes, a bladder scanner for noninvasive assessments that alleviate pain and reduce indignity, and patio furniture for sunny days and pleasant chats. Donors have contributed generously to endowment funds at the Yellow Springs Community Foundation, and the Springfield Foundation, bolstering long-term financial stability. Contributions have also funded staff education and incentives. In ways that are harder to count, your support has bolstered the confidence and commitment of people who take pride in their work, and who repay your confidence in them with devoted, determined care for our residents. Recognition always matters.

We know that you are certainly facing concerns of your own as the world contends with financial and social disruptions unleashed by the virus. For what it's worth, we are on this strange journey with you, and we are confident in a healthier future together. We recognize your generous support of FCC in the past, and want you to know that it continues to make a difference in the lives of residents we are privileged to serve now, and for the future.

Thank you,



Kevin A. Jackson
FCC Board Chair



Mike Montgomery, NHA
FCC Executive Director