

Dear Friends,

As we prepare for the surge of individuals needing care for COVID-19, please know that safeguarding the health of residents and the staff who care for them remains our top priority.

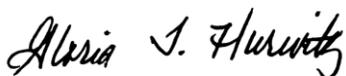
We are doing a lot for our residents and staff, and, with your help, we can do even more.

As a national senior living and affordable housing provider, United Church Homes is experiencing significant financial pressure due to the pandemic. **Increased expenses for critical needs include:**

- **Food costs.** We had to close communal dining for residents to keep residents safe and we have additional expenses related to purchasing enhanced nutrition supplements to prevent weight loss in residents who are eating alone. Additionally, we purchased disposable dinnerware to provide meal service three times per day to each room, apartment and cottage (where applicable). We serve over 1,800 senior living residents daily in Ohio, Michigan and Tennessee.
- **Medical supplies and drugs.** We're investing more in medical supplies and medication therapy so we can create isolation areas in our healthcare communities. These areas will be for new and returning residents who have tested negative for COVID-19, but who have had potential exposure to the virus at hospitals. Medical care must continue, and we're committed to doing everything in our power to safely care for the older adults we serve. Additionally, we have been purchasing more personal protective equipment and other medical supplies to respond to the surge.
- **General supply costs.** We purchased additional cleaning supplies and equipment to adhere to advanced infectious disease control measures in all communities as we strive to keep our communities free of the virus.
- **Technology costs.** To keep residents connected to friends and families, we purchased computer tablets and hired additional staff members to serve as virtual visitor guides. These individuals provide residents opportunities for virtual visits with family and friends from their residence through technology, such as Skype and FaceTime.
- **Food and shelter costs.** We have additional expenses for staff who are working tirelessly in our communities to care for residents. As concerns about their families, childcare arrangements and other personal issues compete with the important work of keeping residents safe and healthy, we have been providing staff meals to help with those demands. We have also been exploring the option of providing hotel rooms for healthcare staff to use as respite, so they don't go home and potentially expose their families to the virus.
- **Costs for basic needs.** We continue to need items for residents on Medicaid.

Thank you for your continued support of United Church Homes. We couldn't get through this without your prayers, gifts and financial contributions.

Sincerely,



Gloria T. Hurwitz, CFRE
Vice President of Advancement
United Church Homes

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