

It is important that our community hears from Family House amid COVID-19 (coronavirus) concerns.

Family House is open, and the health and safety of Family House guests, volunteers, and staff remain our top priority.

Even in these challenging times, Family House continues to welcome patients and caregivers into our houses because medical needs continue. We continue to operate our Shadyside and University Place locations (our Neville Family House will temporarily close until occupancy rates necessitate that we re-open it).

Because many of our guests are patients with compromised immune systems, Family House has implemented additional measures to further help control the spread of germs. These include increasing the frequency of disinfecting primary contact surfaces, such as public door handles, elevator buttons, hand rails, kitchen counters, ice machines, and other areas frequently used by everyone in the house.

We do ask that all guests, staff, and volunteers continue to use normal personal hygiene methods recommended by the Center for Disease Control (CDC) including regular hand washing (20 seconds with soap and water), covering any cough/sneeze with an arm or a tissue (and immediately discarding), and refraining from touching one's face.

Family House is currently following recommendations set by experts at the CDC, the Allegheny County Health Department, the State Department, and the World Health Organization. In addition, Family House is fortunate to have close clinical partners within our neighboring world-class hospital systems who entrust us with their patients and families. We are receiving daily updates from these hospital partners.

We are also fortunate to have several members of our Board of Directors, who are clinicians within the local hospitals, keeping Family House informed and providing guidance as this situation evolves. We will continue to welcome guests into our houses and monitor the rapidly changing situation with our healthcare partners, and keep you informed of any changes.

*Jennifer March, Executive Director*