



FAMILY HOUSE

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

Family House remains open: we are currently operating our Shadyside and University Place locations. Please be assured that the health and safety of Family House guests, volunteers, and staff remain our top priority.

Even in these challenging times, Family House continues to provide a safe, comfortable, and affordable “home away from home” for patients and their caregivers who must travel to Pittsburgh for medical care that is unrelated to COVID-19. Temperature checks are being conducted for all guests upon entry to our houses as well as each day. All Family House guests and visitors will be required to wear face masks upon entry to each Family House location, and inside the house unless they are in their private guest room. Our staff will continue to wear face masks while performing their job duties at Family House.

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. Anyone with shortness of breath, fever, cough, or in contact with someone who is under investigation for COVID-19 should not enter our facilities. We have increased the frequency of disinfecting primary contact surfaces throughout our houses, 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 and staff 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 continues to follow all recommendations from our hospital partners from whom we are receiving daily updates. 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