

MEMORANDUM

Date: March 13, 2020

To: All employees

From: Alan Iftiniuk, President & CEO, French Hospital Medical Center

Subject: COVID-19 Update

Dear team,

News continues to emerge about the novel coronavirus (COVID-19) as the situation is quickly escalating. First, I want to share how proud I am of the consistently high level of care provided by staff and medical teams to all of our patients. Thank you for your dedicated response and continued commitment to serve our community. I know many of you have questions and we are doing our best to give you answers as quickly as possible.

Here is what is going on at French:

Emotions are high. Our community is concerned. Everyone has questions. It is very important we do not contribute to the confusion or fear. We are as prepared as we can be for this situation and are here when our community needs us most. Please don't hoard supplies or wear masks inappropriately. Please respect the privacy of all our patients. Please be thoughtful about your external remarks on social media.

Our number one priority is ensuring the safety of our patients, employees and staff. Over the weekend, a few precautionary measures will be implemented, here's what you can expect:

Here is what we are doing:

- We are in frequent communication with public health agencies as well as the CDC to stay current on all recommended protocols.
- We are closely monitoring and controlling our supply inventory to ensure we have necessary supplies, including PPE, to effectively and safely care for patients at our facilities.
- We are temporarily restricting access to some entry points into our facilities.
- Limiting visitors in units with our most critical patients, such as the Emergency Department, Intensive Care Unit and Neonatal Intensive Care Unit.
- Beginning Monday, March 16, we are temporarily pausing all major self-serve areas in the cafeteria, and the sale of unpackaged food items. For the time being, entrées will be served by the Nutrition Services staff. The grill will operate as usual.
- We are encouraging our volunteers to stay home if they are ill or in a vulnerable state.
- We are suspending any and all clinical student shifts.
- We have cancelled all public facing meetings that are not directly tied to patient care.

To help protect everyone, it is important we all continue to:

- Stay home if you are sick - no exceptions.
- Follow our Patient Screening Process.
- Immediately mask symptomatic patients who are coughing or have a fever with a rash.
- Use appropriate PPE and ensure the proper donning and doffing of PPE.
- Clean your hands frequently. It's the most important step we can take to avoid COVID-19, influenza and other illnesses. Also, cover your cough using a tissue or elbow and avoid touching eyes, nose or mouth.

- Proactively share with your supervisor if you are experiencing a fever or lower respiratory symptoms (e.g., cough) ahead of your shift.
- Refer community members to their regular health care provider if they are ill with mild symptoms (cough, low-grade fever, or other respiratory problems) and only to the emergency room if symptoms are severe (high fever, shortness of breath or difficulty breathing).
- Refer community members seeking general information to dignityhealth.org/coronavirus-disease-2019
- Please refrain from talking directly with the media. If any media personnel show up or contact you, refer them to Megan Maloney, Sr. Director of Marketing and Communications at 805.458.1957 or to Megan.Maloney@DignityHealth.org.

Leadership and communication during this time are of utmost importance. Information will be cascaded from our Communications team regularly to leaders, physicians, staff, visitors, and patients. Please continue to reach out with questions or concerns. Thank you again for your commitment to serve our community confidently and compassionately. So many of you have gone above and beyond in responding to this public health crisis and I am proud to work with each of you!