

To our Family Members,

The COVID-19 Pandemic is our new reality, and will be for the foreseeable future.

We want you to know that Acuity Specialty Hospital is committed to protecting and caring for our patients, and ensuring a safe working environment for our employees, by providing them the tools and equipment necessary to safely do their jobs.

Like all acute care hospitals, we may have patients with COVID-19 in our hospital at any given time. As part of our ongoing response to the Pandemic, and under the direction of our corporate Acuity Healthcare COVID-19 Response Team, our teams meet on a daily basis to ensure that our practices are consistent with the government's recommendations and published best practice. In many areas, we exceed them.

Here are the measures we have in place as we face this time of living with COVID-19:

1. Hospital focused measures:

- a. We have implemented a detailed Pandemic Response Plan and COVID-19 Response Plan
- b. Increased cleaning of "high touch" surfaces occurs daily
- c. "Social distancing" guidelines are in place

2. Patient and family focused measures:

- a. A pre-admission screening process is in place to ensure we understand the COVID-19 status of all potential patients
- b. Continuing education is ongoing for our staff regarding the care and treatment of COVID-19 patients
- c. A strict isolation protocol is in place when caring for COVID-19 patients
- d. A process has been implemented to ensure our patients are protected from infection in the event they need to travel for a procedure or test
- e. News and education is frequently updated and shared on our website and social media pages

3. Staff focused measures:

- a. Daily and weekly COVID-19 educational updates are provided, and a special staff page has been created on our website
- b. All staff are screened prior to starting work to ensure they do not have any signs or symptoms of illness- sick staff are not allowed to work and are tested for COVID-19
- c. All staff wear a mask and face shield while in any patient care area
- d. As part of the isolation protocol, our staff are provided with appropriate personal protective equipment ("PPE") when caring for patients with COVID-19. Nurses will not be assigned to both COVID-19 positive patients and other patients in the same shift.
- e. A special donation has been made to our "Employee Emergency Fund" to support any of our employee owners who may have been negatively impacted due to COVID-19
- f. Programs are in place to support the physical and emotional wellness of our employee owners as they navigate this unprecedented situation

We will continue to do everything we can to support the community, our patients, and their families during this public health crisis.

We recognize this is a tough time for everyone and especially for you, having a loved one in the hospital during this pandemic. We know the many emotions you are facing/experiencing daily. If you have any concerns, please feel free to call me personally at 740.424.1636.

Thank you –

Judy K. Weaver, R.N., M.B.A., B.S.N.

Executive Vice President, Clinical Quality and Chief Clinical Officer
Chief Executive Officer of Acuity Specialty Hospital of Ohio Valley