



April 2, 2020

Dear Fellow Employee,

Members of the Leadership team continue to participate in daily (often 3 times per day) communication programs with the Federal, State and Local Governments as well as with our membership organizations (HANYS, Iroquois Healthcare Alliance). We continue to absorb all the information and use much of it in our on-going crisis as well as in our preparation plans.

This morning we were on the phone with Senator Schumer who reassured the NY State Hospitals that he is doing all he can to support our efforts during this pandemic. He also expresses his gratitude to the health care workers in this State for their continued caring of this State's residents.

Please note the following updates:

1. As stated yesterday, we continue to order and receive supplies to support our staff caring for our patients. This includes gowns, masks (both N95 and ear loop), face shields, etc. We are also purchasing re-usable gowns that can be laundered here as we are concerned with receiving an ongoing supply of our yellow isolation gowns. We will continue to aggressively order so that we continue to have an adequate supply for our staff in all our care settings.
2. A number of hospitals have released information on their financial issue with this crisis. For example, Crouse Hospital has stated they are losing \$300,000 per day. A Rochester Health System communicated today to Senator Schumer they are losing \$5 million per day. We are also struggling financially with losses each day. We have been able to secure additional line of credit money, we have applied for numerous grants and today submitted a request to Medicare to upfront us money to help with our on-going cash needs. Even though this is a health care related pandemic, the revenue impact on health care providers has been and will continue to be significantly negative until the financial recovery begins. Obviously, no business in the county can continue to operate this way for too long.
3. With the financial situation we are currently in, we had implemented the voluntary furlough program. 39 employees have volunteered and were furloughed as of yesterday. In addition, this past Sunday, the senior leadership team, managers and employed physicians/physician extenders have agreed to a wage reduction program. This will occur for the next two pay periods. Finally, we are evaluating staffing needs moving forward and will be pursuing an involuntary furlough program. My hope and desire is that these measures are short lived and that we can return to being a financially sound organization. Thank you to those who have participated to date in these cost saving programs.
4. It is important that we limit and if possible, restrict the use of all waiting rooms. A better approach is to have patients wait in their car and be called in when their exam room is available.

The person accompanying the patient should be asked to wait in their car for the patient. This is best practice and is in line with social isolation guidelines.

5. We have had a total of 3 employee's test positive for COVID-19. We believe 2 of the 3 were infected outside of work and 1 is unknown where infected (community or work). All three are doing fine and are quarantined at home. Today, we have 1 COVID-19 positive inpatient and 4 possible where we are waiting on results. 0 COVID-19 in the ECF.
6. We continue to develop our surge bed/staffing capacity plan. This is in the event that we have either a regional spike of cases or we are sent individuals from other parts of the state. The goal is to have a detailed surge plan so that it can be quickly implemented once a surge becomes apparent.

We continue to do so much for our community members. Providing ongoing care through telehealth, on-site in person visits, testing for COVID-19 as well as providing the many services we always provided. Lab draw stations, Quick Care, and Imaging services just to name a few. Please be proud to be part of this effort and this organization. We have done very well and I have no reason to believe that will not continue. Thank you!

Sincerely,

A handwritten signature in cursive script, appearing to read "Gene F. Morreale".

Gene F. Morreale
President and CEO