



May 14, 2020

Dear Fellow Employee,

I received several nice comments regarding yesterday's update which included reference to Florence Nightingale's care philosophy. Thank you for the feedback.

Today my comments relate to an article entitled "Don't Hide Behind the Mask-Your Patients Need Your Compassion More Than Ever." This is just a reminder of the fact that face masks are now part of our uniform in a COVID-19 world. With that said, it is so important that we make eye contact as well as speak as clearly as possible so the message you are communicating is understood by the patient. I am the first to admit that understanding the spoken word in a face mask environment is challenging. Please consider how you can best provide a positive patient experience in this current environment.

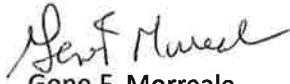
Please note the following updates:

1. We have submitted our plan to the health department identifying the staff to be tested starting next Tuesday for COVID-19. We have been given 200 testing kits by the County for this, so we are very concerned with our ability to complete a twice a week testing program. Unless we receive more kits, we will need to ask our employees to go to a community testing site, located at Griffiss International Airport Utica/Rome, the Upstate COVID van at the County Office building, the Walmart Super Center in East Syracuse, and the Syracuse Community Health Center. We will provide more information to the ECF staff members regarding this.
2. I want to thank you for continuing to focus on a clean environment. With the continued assistance of our Environment Services/Housekeeping staff, we have maintained a much cleaner and safer environment than before COVID. It is very important that we continue this approach to cleaning from this pandemic forward as it is in our own best interest as well as our patients/residents. Our Housekeeping Director, Jim has put together a "High Touch Areas" checklist that outlines what should be cleaned in our work areas. I have asked our managers to determine who is responsible for this each day and how often it should be done. Heavy traffic areas will need to be cleaned more frequently. This will formally become part of our day to day operations. Together with appropriate PPE and hand washing, I am thinking our nosocomial infections will be further reduced which results in improved patient outcomes. This I believe is what will further positively differentiate us from other providers.
3. We have tested 1449 individuals, 1274 negative, 134 positive with 41 pending. Testing results received today, total of 22 received. The results were all negative. 8 Elective procedure, 3 inpatient, 3 ED and 8 in practices/Quick Care. We currently have 0 positive inpatients and 14 inpatients pending.

4. It appears certain parts of our area will be opening. This phased opening will tell us how safe we can make that happen. I am hoping like New Zealand, we can open with no new cases of COVID!

I again thank you for your commitments to our patients and each other during these challenging times.

With Sincerest Gratitude,



Gene F. Morreale
President and CEO