



March 18, 2020

To Those We Serve:

As an organization dedicated to providing exceptional care to the communities we serve, our uncompromising priority right now at Hospice of Southern Illinois is protecting those in our care and our team members from exposure to coronavirus (COVID-19). We know that our patient population is among those at high risk to the effects of this virus and we understand that our patients and families may have fears and concerns.

Our team is strictly following guidance from the Centers for Disease Control and Prevention (CDC) and the Illinois Department of Public Health:

- We currently have the hand hygiene, disinfectant, and personal protective equipment supplies that we need.
- We are adhering to changing clinical protocols at long term care facilities/assisted livings and hospitals.
- We are educating patients and families receiving care in their homes.

We regularly care for patients with infectious diseases and we do have robust infection control protocols already in place for COVID-19 (Coronavirus). We are dedicated to providing the best care possible for you and your family and at the same time protecting the health of our employees, volunteers, care partners and the communities we serve.

We are in constant communication with the State of Illinois Health Department, our local health departments, the National Hospice and Palliative Care Organization (NHPCO) and the CDC about best practices to reduce the spread of the virus.

Below are actions the CDC and our local health departments are asking we practice every day to ensure we all stay as healthy as possible and prevent the disease from spreading:

- The main symptoms of COVID-19 are fever, difficulty breathing, and coughing. Alert your healthcare team if you experience these symptoms.
- Wash your hands often with soap and water for at least 20 seconds, especially after using the bathroom, before eating; and after blowing your nose, coughing or sneezing. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid close contact with people who are sick or those exposed to the virus.

- Avoid touching your, eyes, nose and mouth.
- Stay home if you are sick.
- Cover your mouth with a tissue when coughing or sneezing, and then throw the tissue in the trash.
- Clean and disinfect all frequently touched objects and surfaces using a regular household cleaning spray or wipes.
- Follow the CDC's recommendations for using a facemask. The CDC does not recommend people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19.
- Remain calm and stay informed.

CDC information website is <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

IDPH <http://dph.illinois.gov/>

It is our commitment to keep our communities as healthy as possible and slow down the spread of the virus.