
March 31, 2020

Continued Pandemic Status

With the state and federal governments continuing restrictions on business operations and social interactions, the Hospital will remain on pandemic status through the next pay period, ending Saturday, April 18, 2020.

We will issue an announcement regarding the pay period ending May 2, 2020, prior to the start of that pay period.

Employees are reminded that their status could be changed to support Hospital operations. Any questions about your status should be directed to your supervisor.

I want to take a moment to thank all of you—those of you continuing to work your normal shifts, those of you working in non-traditional roles, and those of you who are not working as a result of the COVID-19 pandemic. We're in this together and we will make it through.

Interactive Health

To reduce any concerns employees may have about their ability to complete the requirements of the Interactive Health Personal Health Action Plan (PHAP) to secure the 2021 wellness credit, People and Culture will make the following adjustments for the remainder of this calendar year:

- Due to the temporary suspension of EvanWell coaching/programs and cancellation of many social and community events, we will reduce the number of required points on the PHAP from 1,000 to 800 to be completed by the program deadline of December 11, 2020. Remember that 600 of the 800 points will come from completing the fall health evaluation (tentatively scheduled for October 2020) and achieving the personal health goal, so only 200 points will be required from all the other alternative activities, many of which you can access virtually even now.
- To maximize the number of employees who can earn points by participating in Interactive Health Challenges and Flash Challenges, all remaining challenges for the program year will be delayed until June or later. More details on how to participate will be communicated closer to the challenge registration dates.
- In order to earn the 2021 wellness credit, spouses will only need to complete the fall health evaluation.

No other activity participation will be required for this year. As a reminder, employees can access all Interactive Health resources by visiting <https://myinteractivehealth.com/Authentication/Login>. Any questions related to Interactive Health or EvanWELL can be sent to humanresources@evanhospital.com or evanwell@evanhospital.com.

Patients Seeking COVID-19 Test Results

Patients waiting for COVID-19 test results who are unable to connect with their ordering physician can be referred to the Hospital's alternate testing site at [570-522-2800](tel:570-522-2800), option 2.

Current Visitation Protocols

As a reminder, we are significantly restricting visitation at this time.

Inpatient visitation is not permitted outside of a handful of limitations, including end-of-life, births, and patients under the age of 18. Even in those scenarios, we are only permitting one visitor at a time.

Patients arriving for Imaging and Lab tests will be permitted one visitor to escort them to the exam.

In the Emergency Department, we are permitting one visitor per patient.

All visitors will be screened for potential symptoms of COVID-19. Any visitor who does not pass the screening criteria will be asked to wait outside the facility in their vehicle.

Selinsgrove Imaging Center Update

All appointments at the Selinsgrove Imaging Center for April are being rescheduled to the Hospital Imaging Department.

Telemedicine Launched

IT and the EMSO Administration have worked to launch a telemedicine option. A number of EMSO providers have been set up with the system and are beginning to utilize it this week.

Negative Pressure Rooms

The Hospital's facility team has done some outstanding "out of the box" work to turn additional Hospital rooms into negative pressure rooms to treat COVID-19 patients. Within the Hospital, under current circumstances, only three negative pressure rooms exist on the nursing floors along with one in the ED, one in PACU, one in Cath PCU, and one in the nursery. Six negative pressure rooms have been added to the ICU and Step Down units with two pending. One room was created in The Family Place.

The Hospitalists and Intensivists are thrilled by the work the team was able to accomplish as we better prepare for extremely ill COVID-19 patients. Good work to all involved in this process.

Negative room pressure is an isolation technique used in hospitals to prevent cross-contamination from room to room. It includes a ventilation that generates "negative pressure" to allow air to be drawn into the isolation room from surrounding areas and directly vented to the outside, as air will naturally flow from areas with higher pressure to

areas with lower pressure, preventing contaminated air from escaping the room.

Kendra Aucker,
President and CEO

March 30, 2020

Employees Wearing Masks

We have received a number of requests from employees working in non-patient or patient care settings where personal protective equipment (PPE) would not be required for permission to wear surgical and procedure masks during the COVID-19 pandemic.

While the current guidance from the Centers for Disease Control (CDC) suggests that wearing a mask would not be necessary for healthy individuals, we understand doing so may provide you with some additional reassurance as you perform your duties during these challenging times. So, we are temporarily permitting employees to wear masks provided by the Hospital during the pandemic, recognizing that we don't advocate this practice as having any tangible health benefit.

Beginning Tuesday, March 31, 2020, employees in non-patient or patient care settings where PPE would not otherwise be required can only use masks provided by the Hospital. Please note: this policy only applies to employees in non-patient or patient care settings where use of PPE would not be required; all policies and procedures related to the use of PPE in patient care areas remain in place.

Hospital Administration is working with a list of essential/on-site and essential/on-call employees and will be distributing masks to department directors today (Monday, March 30, 2020).

We are currently evaluating the use of masks provided by individual employees. More will be communicated on that in the coming days.

Elective Surgeries and Procedures

With the federal government's announcement that restrictions will be continued through the end of April, we have cancelled all elective surgeries and procedures through the week of April 6, 2020. We will continue to make that decision week by week to best manage patient communication and maintain our ability to quickly ramp our operating rooms back up when that is permissible.

COVID-19 Test Results

As of 11 am Monday, March 30, 2020, we have the following to report: 194 tested; 101 test results received; 6 positive results; and 1 death.

COVID-19 test results are slow in returning. Some patients are reporting waits of a

week or more for their tests results. This is prompting a high volume of phone calls to the Emergency Department and Telecommunications as anxious community members look for more information.

At this time, there's nothing further we can do to speed the process. All test results are being communicated to the ordering physician. Patients should be directed to contact the office of the physician who ordered their test. That office will be the first to be notified of the results.

Food Donations

If you are contacted by someone who would like to donate food to Evangelical staff on duty, please ask them to call 570-522-4056 to arrange delivery. All donated food will be stored appropriately in the cafeteria or kitchen and will be made available for distribution and/or collection by departments and/or individuals.

Flexibility

People and Culture has asked directors to identify employees with capacity to help staff the visitor and employee screening stations and perform other COVID-19 related duties. These tasks will likely be outside your normal work duties and we ask that you be flexible in these challenging times.

We need to continue caring for the community and we need your help, perhaps in some non-traditional ways, to do that. We appreciate your patience and willingness to come together and see us through this crisis.

COVID-19 Hotline

To provide our community with another resource we are launching a COVID-19 hotline at 8 am Tuesday, March 31, 2020. Community members with health and wellness questions related to COVID-19 or Hospital operation questions should be directed to call 570-522-4530. The phones will be open from 8 am to 5 pm Monday through Friday.

The hotline will be operated by licensed staff who can help guide community members to the appropriate care. The licensed staff will also have access to operational updates to answer questions related to those issues.

Thank you for your continued commitment to our community. Please know I'm very proud of how you have responded to this unprecedented situation.

Kendra Aucker,
President and CEO

March 29, 2020

I wanted to take a moment and thank each of you for your continuing efforts. We have made a significant number of operational changes in the last two weeks to help position

us to care for the community during and after the COVID-19 crisis.

We could not have moved so quickly without your cooperation and support. Thank you.

I firmly believe an informed workforce is an effective workforce. To that end, I will continue to issue regular updates to ensure you have the latest information.

People and Culture Resource

All of the information and resources communicated by our People and Culture team are available on EvanNet. They are located in the COVID-19 folder under Human Resources in the Document Center.

Kendra Aucker,
President and CEO

March 28, 2020

Serenity Rooms

To help employees take a wellness break during the COVID-19 response, we are opening two serenity rooms. The rooms are available 24 hours a day, seven days a week. They are located in Apple Conference Room C (rear of O'Keefe Dining Room) and the Family Waiting Room for the Orthopaedics Unit (2nd floor, near Elevator A).

The serenity rooms are designed to provide a chance for quiet, reflection, and a mental break. They include inspirational and positive messaging, recliner chairs, and soft music if desired.

Employees Feeling Ill

Any employee on shift who starts to exhibit signs or symptoms of illness should immediately cease delivery of patient care, apply a mask, and contact their direct supervisor and Employee Health. Employee Health can be reached at 570-522-2598 or by page through Telecommunications.

Asthmatics

If you become symptomatic at work with asthma like symptoms that you believe need to be treated with a nebulizer, please be aware of the following:

Because the symptoms of COVID-19 include shortness of breath, we are asking that you refrain from using your own nebulizer in hospital-owned buildings because if in fact you are infected with COVID-19, the aerosol from the nebulizer may spread the virus.

What you should do:

- If possible, use a multi-dose inhaler (MDI) to treat your symptoms in the building.

- If you are experiencing symptoms that cannot be treated by your MDI and you are not able to wait until you leave the building to use your nebulizer, please report to the ED for treatment.
- Report your symptoms to employee health so you can be appropriately monitored.

Kendra Aucker,
President and CEO

March 27, 2020

Risk Associated with Care of COVID-19 Patients

As you know, we've received our first positive cases of COVID-19. This announcement has understandably created some additional anxiety, particularly for those staff members who had contact with the patients.

Employees using PPE are considered at low risk for possible infection and are being instructed to self-monitor for symptoms.

Any employee involved in the care of a positive or possible COVID-19 must use the encounter log at the patient room.

People and Culture has issued additional instructions related to exposure. Employees with specific questions not covered in the material should contact Kate Staller, Employee Health Nurse, at extension 2598.

Conservation of masking supplies in outpatient offices

All employees, including providers, need to continue to conserve masks. Here are the recommendations on how to remain safe when performing an office exam:

Screening of patients should occur at patient registration.

If patient is suspected COVID-19 exposure, place in exam room and obtain PUI. If clinically indicated, send patient to alternative testing site for COVID-19 testing.

Reschedule office visit if possible.

If patient displays an active cough or sneezing, patient should be masked.

Remain safe distance when obtaining history.

After physical exam, immediate wash hands with soap/water or alcohol-based hand sanitizer.

Following office exam, wipe down surfaces.

Routinely wash hands with soap/water or use alcohol-based hand sanitizer throughout the day.

Again, to conserve PPE, a mask is not necessary in an outpatient office setting if you

follow proper protocols.

Patient Privacy

We need to balance keeping our community informed with performing our duty to maintain patient privacy.

Please remember: all HIPAA regulations apply during the COVID-19 response. You cannot share any information about any patient with anyone not involved in the care of the patient. This includes posting comments on social media. Violating patient privacy is a serious offense and it's something I will not tolerate.

Employee Feeling Ill

All employees, including providers, who experience any symptoms of respiratory illness, regardless of whether they have directly cared for a patient under investigation or with a confirmed COVID-19 case, should contact Employee Health for further evaluation before reporting to work.

Any employee, including providers, who is unable to report to work due to illness, should contact their supervisor and Employee Health when calling off work.

Screening of employees at the Rooke Pavilion will continue until further notice. Employees who arrive to work outside the staffed employee screening hours should report any symptoms to their direct supervisor, the House Supervisor, and/or Employee Health.

Employee Health can be reached at 570-522-2598 or by page through Telecommunications.

Shipment of Supplies Received

The Hospital received a shipment of supplies from the Strategic National Stockpile on Thursday, March 26. The shipment included gloves, gowns, N-95 respirators, face shields, and procedure masks.

Blood Drive Scheduled

The national blood supply is beginning to run low as a result of the COVID-19 response. To do our part, a blood drive for employees and the public will be held from 11 am to 4 pm Tuesday, March 31, 2020, at the Physical Therapy of Evangelical office in Plaza 15, Lewisburg.

To schedule an appointment, please visit www.redcross.org or call 1-800-733-2767. Walk-ins are always welcome!

For information on Red Cross safety protocols related to COVID-19 and donations, visit: <https://www.redcrossblood.org/donate-blood/dlp/coronavirus--covid-19--and-blood-donation.html>

It's important to note the Hospital's blood supply remains at normal levels.

Key Access

Due to constrained resources and limited staffing, Plant Engineering will only be issuing keys to offices, storage areas, and other locked areas on an emergency or operational basis.

In the event that access is needed to complete required work duties, employees are asked to first seek their direct supervisor or supervisor on duty for admission, and if access cannot be acquired with that method, to call security.

Only employees who should have access to these areas will be granted admission.

PRIME

Based on an automatic waiver the state granted to construction projects associated with healthcare organizations, our Facilities, Project Management, and Capital Planning team is working with Quandel to restart work on the PRIME project.

It is hoped you will see construction work ramp back up next week.

Kendra Aucker,
President and CEO

March 26, 2020

As we anticipated based on the continuous spread of COVID-19 across the state, the Hospital has confirmed two positive results.

One patient is in self-quarantine at home and the other has been admitted to the Hospital.

This is not unexpected. We all knew the more people we tested, the greater the likelihood that we would eventually find a positive case. We will find more as we test more of the community.

Please rest assured all federal, state, and Hospital safety protocols were followed in the treatment of these patients. Staff members involved in the care of the patients used the appropriate protective measures, are now considered low risk in terms of possible infection and are self-monitoring for symptoms.

Everything that could possibly be done to make sure that these COVID-19 cases remain contained from a Hospital standpoint has been done. Our patients should not be in fear of seeking services nor should you be in fear of providing services in our Hospital.

I ask that you remain calm and continue delivering the compassionate, quality, and personalized care our patients have come to expect of us. Those in our care deserve our very best—so please stay focused on answering that mission.

We have prepared for this eventuality. We are ready. Though these were our first cases of confirmed positive, they will not likely be our only cases until the COVID-19 pandemic passes.

Be a calming and reassuring presence in our community, be vigilant about employing preventive measures, and continue to follow Hospital procedure and protocol.

In the wake of this announcement, employees and the Hospital may be subject to media inquiries. As a reminder, all media inquiries must be referred to the Marketing and Communications Department (Michael Redding, Director of Marketing and Communications, ext. 2959, Michael.redding@evanhospital.com or Deanna Hollenbach, PR and Communications Manager, ext. 4160, Deanna.hollenbach@evanhospital.com).

Thank you for your continuing commitment to our patients, this organization, and our community.

Kendra Aucker,
President and CEO

March 25, 2020

COVID-19 Unit Opens

We have been actively planning for the need to segregate possible COVID-19 patients from patients coming to the Hospital for other reasons since the crisis began to unfold. The plan, based on best infection control practices, is really about protecting all of our patients.

Last night, we successfully executed that plan and I want to take a moment to thank all of those involved in the process.

We are now co-locating patients who are awaiting COVID-19 test results. To-date, we have not had a positive result.

PPE Supply Requests

In the past, departments may have gone directly to Infection Control or Emergency Preparedness to request personal protective equipment (PPE). That will no longer be the process for anyone; all requests for PPE must go through Supply Chain.

Please utilize the current Infection Prevention and Control Guidelines related to PPE. Any changes in guidelines will be communicated through department directors.

In addition, we are currently exploring alternative types of PPE based on best infection control practices and changing Centers for Disease Control (CDC) guidelines.

WBMC Lab Collection Site Closed

As we further look to consolidate our services, the Lab collection site at West Branch Medical Center will be closing effective 7 pm Wednesday, March 25, 2020.

Patients seeking Lab Services should be directed to the Hospital and the following Family Medicine offices—Mifflinburg, Milton, and Selinsgrove.

Employee Access

Access to the employee portal on www.evanhospital.com is open 24 hours a day. There you can read the latest COVID-19 updates and find links to the CDC and Pennsylvania Department of Health websites.

That page also features links to email and employee self-service through Lawson. Those links—email and Lawson—will only be open from 4 to 6 pm daily for employees classified as non-essential per the Hospital's Pandemic Plan. This access is being provided so impacted employees can check PTO balances, access paystubs, and look for communication from their supervisor.

eCards Still Available

While visitation is restricted for inpatients during the COVID-19 response, family and friends should be reminded ecards are available to send best wishes to those recovering in our care. The cards are customizable and free.

The link is here: </ecards/ecards~default.aspx>.

Emergency Day Care Options

There are still openings available at the following emergency childcare locations:

For children birth to 5 years old, the YMCA in Milton has received permission from the state to provide emergency childcare for healthcare workers. The cost and hours of operation are determined by the YMCA. For more information or to register, contact Bonnie McDowell, Greater Susquehanna Valley YMCA CEO, at ymcaexec@ptd.net or [570-556-4191](tel:570-556-4191). Email is preferred.

For children in Kindergarten through 13 years old, a day camp was established at the Miller Center beginning Monday, March 23, 2020. The cost is \$15 per child, per day, and the camp is open 6:30 am to 3:30 pm Monday through Friday. Registration is ongoing. To register, contact Bonnie McDowell, Greater Susquehanna Valley YMCA CEO, at ymcaexec@ptd.net or [570-556-4191](tel:570-556-4191). Email is preferred.

Employee Screening

As a reminder, employee screening has started daily in Rooke Pavilion. Currently, the screening is being conducted during high volume shift start times—6-8:15 am; 2-3:15 pm; and 6-7:15 pm. As we continue to refine the process, employees who arrive outside of those times should check in with their on-site supervisor and/or House Supervisor if

they are experiencing any symptoms.

Any employees staffing offsite clinics should check with their supervisor for screening instructions.

Also, any employee who has traveled outside their community—particularly to the New York metro area—in the last 14 days should contact Employee Health at extension 2598.

Again, thank you for all you are doing to support this organization through what is an unprecedented situation for us all. Stay healthy!

Kendra Aucker,
President and CEO

March 24, 2020

Employee Access to Systems

In order to provide employees impacted by the move to the Pandemic Plan access to paystubs, PTO balances, communication from supervisors, and other important information, we will be maintaining system access from 4 to 6 pm daily for all impacted employees during the COVID-19 response.

Employees not on-site during the response can access that information through the employee portal on the Hospital website.

As a reminder, employees classified as non-essential per the Pandemic Plan should only be using the system to access needed information and should not be working.

Employee Screening

All employees should use the Rooke Pavilion entrance when initially reporting for their shifts. Employees at West Branch Medical Center and the Center for Orthopaedics (210 JPM Road) should use the main entrances at those facilities when initially reporting for their shifts.

Your cooperation on this matter is vital to the protection of our workforce. I need you to follow these instructions and treat the screeners with kindness and respect. We're in this together.

Hoarding Supplies

I understand there is a great deal of concern about the availability of certain supplies, particularly the personal protective equipment (PPE) so important to checking the spread of COVID-19.

With that said, at no time should departments, units, or practices squirrel away supplies.

This puts us all in danger and could potentially impact our ability to care for the community while protecting ourselves. I know I keep saying this, but it's true—we are in this together and you must think more globally, from an organizational vantage and not an individual department or unit level.

We're moving to a centralized, secure cache for these vital supplies. Please support that effort.

Use of Cloth Masks

I know there is a grassroots movement across the country to combat the shortage of surgical and procedure masks with alternatives made at home. I appreciate the sentiment, but the science simply doesn't support the use of materials not approved by the National Institute for Occupational Safety and Health.

A study published by the U.S. National Library of Medicine, National Institutes of Health, found the moisture retention, poor filtration, and re-use associated with cloth masks actually increase the risk of infection by the individual wearing the mask. In short, cloth masks may be more dangerous than no mask for healthcare workers in high-risk settings.

Kendra Aucker,
President and CEO

March 23, 2020

As we enter the first full week of Pandemic status, I ask that you keep our co-workers who have been impacted in your thoughts and prayers. If you have the ability, I encourage you to reach out to them to let them know they are missed, and we are here for them.

I have the following updates:

Employee Screening

In an effort to protect our workforce, we will begin screening employees as they initially arrive for their shifts. All employees working in the Hospital should use the Rooke Pavilion to report for your shift. An Employee Health representative will be on-hand to speak with employees expressing concern about possible symptoms and ensure no one is entering the facility while being visibly sick.

All employees working at West Branch Medical Center and the Center for Orthopaedics (210 JPM Road) should use the main entrances at those facilities when initially arriving for your shift.

Staff in outlying offices will be screened by site supervisors.

Both employees and visitors will be physically screened for fever as soon as the equipment is distributed, and a process is finalized.

Administrator On-Call Schedules

In accordance with effective social distancing and to lead by example, the Leadership Team has been split into four groups of four and an on-call schedule has been established to ensure there are always clinical and non-clinical leaders on-site, on-call, and working remotely. The groups will be on-site for 12-hour blocks (7:30 am to 7:30 pm) seven days a week. I will be in the building every third day.

You may not see us as much as you would under normal circumstances because we're trying to practice prudent behavior, but please know we're here with you.

The administrative team, on-call administrator, administrative assistant, and infection control officer will be communicated daily. This practice starts Tuesday, March 24, 2020, with Admin Team 1 (William Anderson, Donna Schuck, Kimberly Wheeland, and Rachel Smith); William Anderson, ext. 2806, is the admin on-call; and Kimberly Wheeland, ext. 2922, is the infection control officer. I will be on-site Tuesday, March 24.

Homemade Surgical and Procedure Masks

While I commend the intent and we're truly humbled by the willingness of the community to rally to our support, we have not reached the point where we would be replacing National Institute for Occupational Safety and Health (NIOSH) approved surgical and procedure masks with homemade versions.

Our supply, while not indefinite, is sufficient enough to continue using the certified masks designed specifically to prevent the spread of airborne communicable diseases.

If the situation changes, we would clearly communicate the types of materials and method of construction that would allow us to use a homemade mask.

Again, we appreciate the thought; we're just not to that stage at this point.

Emergency Department Visitors Contained

Staff are reminded that visitors in the ED must remain in the room with the patient and not wander around the department, waiting room, or facility. Visitors who leave the room for any reason, besides to use the restroom, should be asked to leave the facility.

Unemployment Filing Assistance

People and Culture is working with department directors to organize conference calls with employees who were impacted by the decision to move to the Pandemic Plan and are seeking guidance on the unemployment process. Employees with questions can also email humanresources@evanhospital.com.

Tips for Exercising Good Social Distancing Practices

- When possible, avoid in-person meetings. Instead, try to utilize online conferencing via Skype or a group conference call.
- Eliminate unnecessary travel throughout the Hospital and maintain social distancing when moving through the Hospital's corridors.
- If unavoidable, in-person meetings should be kept short, held in large rooms, and with participants sitting at least three to six feet from one another.
- Limit any physical contact and avoid shaking hands at all costs.
- Practice proper coughing and sneezing etiquette.
- Do not congregate in small areas such as break rooms, copier areas, or other common areas. If necessary, keep six feet apart in these situations when possible.
- Bring lunch and eat at your desk or in another isolated space if possible. Avoid sitting together in the breakroom or in the O'Keefe dining room.
- Adhere to public health hygiene recommendations such as frequent hand washing, avoid touching your face, nose, mouth, or eyes. Use hand-sanitizer when washing your hands with soap and water is not available as a first choice.
- Properly dispose of items that touch your face or mouth, such as tissues or eating utensils.
- Clean your workspace regularly with disinfectant wipes or spray.

Donation Update

On Sunday, March 22, my COVID-19 Update included instructions on how to handle offers of donations. All financial donations should be made by check or online through the Hospital website. All donations of new or unused supplies, food items, and services should be directed to Donna Schuck, Associate Vice President of Development, at [570-522-2596](tel:570-522-2596) or email donna.schuck@evanhospital.com.

Over the weekend, Harbor Freight released a statement on social media, offering to donate items like N-95 masks, gloves, and face shields. Please know we have contacted Harbor Freight.

Kendra Aucker,
President and CEO

March 22, 2020

Donations

It's often said that in difficult times, one's true character shows. This is certainly true of our community! We have received numerous offers from employees, community members, and businesses to generously donate funds, supplies, food, and services to support us as we respond to the COVID-19 pandemic.

Anyone wishing to donate funds to support the Hospital should be directed to mail a

check to Evangelical Community Hospital, Attention: Development, 1 Hospital Drive, Lewisburg, PA 17837 or complete the online donation form at /support-evangelical/donation~form.aspx.

Anyone wishing to donate new or unused supplies, food items, or services, should contact Donna Schuck, Associate Vice President of Development, at [570-522-2596](tel:570-522-2596) or email donna.schuck@evanhospital.com.

While we may not be able to utilize or accept all goods and services people are interested in donating, please know we appreciate the outpouring of support from employees, community members, and area businesses. Together, we will make it through these challenging times.

Here is a list of our current supply needs:

Procedure masks; surgical masks; series N-95 half-face respirators (model 3M 1860); NIOSH-approved, N-95 or greater respirators; NIOSH-approved, N-95 or greater respirator filters (model 3M 6000); half-face respirators (model 3M 6000); powered air-purifying respirators (model 3M TR-600, complete unit or components); re-useable goggles and glasses; disposable plastic face shields; re-useable/cleanable face shields; low allergy disposable gloves (sizes small or medium); disposable impervious gowns; disposable coveralls; storage bags (galloon Ziploc and brown paper); hand sanitizer (70% alcohol or better); Coronavirus approved sanitizing wipes; disposable nasal cannulas; disposable oxygen masks with tubing; and stethoscopes.

Healthcare providers with available swabs are asked to contact Donna Schuck, Associate Vice President of Development, at [570-522-2596](tel:570-522-2596) or email donna.schuck@evanhospital.com for specifics on those needed items.

This list may change over the course of the COVID-19 response. An up-to-date list of needed items will be maintained on the Hospital's coronavirus page (/virus).

Family Medicine of Evangelical site closures

Family Medicine of Evangelical offices in Northumberland and Middleburg are now closed to visits.

Patients seeking Lab services can utilize the Family Medicine of Evangelical offices in Milton, Selinsgrove, and Mifflinburg; the Hospital; or at West Branch Medical Center, along Route 15 in Lewisburg.

Patients of all primary and specialty care offices who have questions or are seeking an appointment are reminded to call the office. All office phones are being staffed during normal business hours.

The specialty care offices have consolidated patient appointments to a central location. They are now seeing patients at the Center for Orthopaedics/EASC, 210 JPM Road.

Media Inquiries

As a reminder, all media inquiries must be referred to the Marketing and Communications Department (Michael Redding, Director of Marketing and Communications, ext. 2959, Michael.redding@evanhospital.com or Deanna Hollenbach, PR and Communications Manager, ext. 4160, Deanna.hollenbach@evanhospital.com).

Kendra Aucker,
President and CEO

March 20, 2020

Physician and Specialty Offices Condensing

In an effort to continue caring for our patients, mitigate unnecessary social contact, and conserve resources, the EMSO has started the process of condensing outpatient offices.

For simplicity, the phones at all primary and specialty care offices will be staffed Monday through Friday during normal business hours. Patients with questions or seeking appointments should call their provider's office as they normally would. The individual in the office will then work to answer the patient's need.

Providers will be seeing patients with acute needs, patients managing chronic conditions, and pregnant women. Most well visits have been suspended by Gov. Tom Wolf's order to close non-life-saving businesses.

Rehabilitation Services

Rehabilitation Services will begin to condense services but will continue to meet acute needs for patients. Patients with emergent rehabilitation needs should call 1-877-541-1417.

Physical therapy services will continue for six weeks for post-op surgery patients, unless function allows the patient to stop sooner. All discharged patients will receive home therapy instructions to continue rehabilitation after six weeks.

Vestibular Services, Lymphodema Therapy, and Speech Therapy will treat acute needs only.

The following Physical Therapy offices closed as of 5 pm: Mt. Pleasant Mills; Plaza 15, Lewisburg; Meadow Green, Mifflinburg; Selinsgrove, Route 522. All other locations will operate on limited hours based on acute patient needs.

Selinsgrove Imaging Center

Effective 5 pm today, March 20, 2020, Selinsgrove Imaging Center is closed. All appointments have been moved to the Hospital.

Sleep Disorders Center Closing

We closed the Sleep Center at noon today, March 20, 2020.

Pulmonary Function Testing

Effective immediately, pulmonary function testing will be discontinued.

Emergency Generator Swap

As you may have seen on EvanNet, an emergency generator swap will occur at noon Saturday, March 21, 2020. The generator that failed last weekend will be replaced.

The work will impact back-up emergency generator power only—not normal power. This should all be behind-the-scenes work and the Hospital should not see a power blip. Be advised that during the swap, for approximately 45 minutes to an hour, the Hospital will not have access to back-up emergency power.

Emergency Day Care Options

There are still openings available at the following emergency childcare locations:

For children birth to 5 years old, the YMCA in Milton has received permission from the state to provide emergency childcare for healthcare workers. The cost and hours of operation will be determined by the YMCA. For more information or to register, contact Bonnie McDowell, Greater Susquehanna Valley YMCA CEO, at ymcaexec@ptd.net or [570-556-4191](tel:570-556-4191). Email is preferred.

For children in Kindergarten through 13 years old, a day camp will be established at the Miller Center beginning Monday, March 23, 2020. The cost will be \$15 per child, per day, and the camp will be open 6:30 am to 3:30 pm Monday through Friday.

Registration is on-going. To register, contact Bonnie McDowell, Greater Susquehanna Valley YMCA CEO, at ymcaexec@ptd.net or [570-556-4191](tel:570-556-4191). Email is preferred.

Resource for Employees

U.S. Rep. Fred Keller's district offices in Williamsport and Selinsgrove are prepared to provide additional support to employees impacted by the Hospital's Pandemic Plan. Although the offices are still officially, open, you are asked to call before arriving at the office.

Selinsgrove — [570-374-9469](tel:570-374-9469)
Williamsport — [570-322-3961](tel:570-322-3961)

Reminder to Keep Devices Clean

Remember to clean your phones. Within the Hospital, desk phones and Dictaphones should be wiped down before and after each use, paying particular attention to the mouthpiece. Please use the SaniWipes with the purple top provided by the Hospital.

With regard to your personal devices like phones and tablets, you should gently wipe with 70% isopropyl alcohol wipes or Clorox Disinfecting Wipes. Clean all surfaces; avoid getting moisture in any openings. Do not submerge the devices into any cleaning agents and do not use bleach.

Kendra Aucker,
President and CEO

March 20, 2020

This situation continues to move at a rapid pace. I realize there's a lot in this update, but I'm committed to ensuring you have the latest information as quickly as we can get it out.

A message from the Hospital Board leadership

On behalf of our Board of Directors we wanted to take a moment to say THANK YOU for all that you are doing to keep our community healthy and safe. We know that these are very difficult and uncertain times and that much is being asked of you—professionally and personally.

Please know that everything you are doing has already made—and will continue to make—a tremendous difference in our community's fight against the current threat. Much is uncertain right now, but one thing is clear—our community is safer because of you.

On behalf of a grateful community, thank you. Please know that you have our complete support, our unbounded respect and our deepest appreciation. We will weather this storm together and, thanks to you, we have great faith in our ability to ultimately emerge stronger than ever.

Timothy Apple, Board Chair
J. Donald Steele, Vice Chair
John Meckley, Immediate Past Chair

Alternate Testing Site

The decision was made to keep the alternate testing site located in Plaza 15 behind McCann School of Business open over the weekend. The site will be open from 7 am to 7 pm daily. We will re-evaluate those hours next week.

Emergency Department Visitation

One visitor will be permitted with each ED patient while they remain in the department. Limited exceptions will be made for family of patients who are nearing the end of life, and parents of a patient under the age of 18.

All patients and visitors will be screened for respiratory illness when they arrive at the

ED. Patients with symptoms of respiratory illness will be separated from other patients. Visitors with symptoms of respiratory illness will be asked to wait in their vehicles.

Employee Screening

The Hospital is moving toward a process of screening employees as they arrive on-site for shifts. More information on the process will be made available Monday, March 23, 2020.

If you are feeling sick prior to your shift or if you begin to feel ill while working, please contact your supervisor.

Donning and Doffing Video

If you are not comfortable with your level of knowledge about donning and doffing personal protective equipment (PPE), a video produced by the National Ebola Training and Education Center (NETEC) is available on EvanNet.

Employees Entering Rooke Pavilion

If you choose to enter the facility through the Rooke Pavilion, you must be aware of members of the public also attempting to use the entrance. Do not use your badge to allow visitors or patients to access through Rooke. Direct them to the Donehower-Eisenhower entrance so they can be properly screened.

Take your badge

Be prepared to show your badge when entering the facility. We are manning the doors with employees from various parts of the Hospital operations and they might not immediately recognize you as a fellow employee. Please be polite when interacting with your co-worker. We're all in this together.

You should be taking your badge with you when you leave. You may also need it to travel should the state limit travel in response to the COVID-19 pandemic.

I cannot stress this enough—everyone, and I mean everyone, should take their badge with them when they leave every day.

Plain Community Communication

We recently met with elders from the Plain community to discuss the situation and potential impact on their community. We discussed how the virus is passed from one person to another and what steps the community can take to protect themselves. The elders expressed a great deal of appreciation for the visit and the opportunity to speak to medical experts about the situation.

Planning for Surge of COVID-19 Patients

A team has been assembled to plan for a COVID-19 unit that will allow us to segregate positive cases from non-COVID-19 patients while caring for both groups. Details on that plan will be shared as they are finalized.

Cashier Closed

With visitors no longer permitted in the facility and limited on-site staffing, the Cashier's Office closed at noon Thursday, March 19, 2020. Patients arriving at the facility to pay a bill are asked to call our customer service line, 570-768-3000.

Pre-Admission Care Moved to EASC

As the organization suspends elective surgeries and procedures, remaining Pre-Admission Care appointments have been moved to the Evangelical Ambulatory Surgical Center.

Gift Shop Closing

The Hospital Gift Shop will close indefinitely at 2 pm today, March 20, 2020. An announcement will be made prior to its re-opening.

Credit Union

For the safety of their staff, our staff, and the community in general, Member's Choice Financial Credit Union is closing the lobbies in its offices today. The branch near the Rooke Pavilion will close at the end of the business day while other branches will close at noon. The ATM in the Hospital will remain open. The credit union's drive-thru services will remain open. In addition, online and app-based banking services remain active. If you need to set up an appointment with a bank representative, please call 1-800-834-0082.

Again, thank you for all you are doing to ensure our long-term success. We will get through this together.

Kendra Aucker,
President and CEO

March 19, 2020

Today, the Hospital is in the process of transitioning to a fully enacted Pandemic Plan. We are diminishing our operations as the situation dictates and moving employees to their Pandemic Plan status.

I understand the anxiety and concern this creates for many of you. Please understand this was the most difficult decision I've ever had to make. I know it will have significant ramifications for many of you.

That's why we're doing all we can to assist while maintaining the Hospital's ability to continue caring for the community long into the future. Your benefits will continue during this challenging time and you can choose to use PTO to cover as many days as you have banked. In addition, we're waiving the 90-day rule for new employees and allowing you to access any accrued PTO if you are impacted by this decision.

You no doubt have many questions about what this means for you. People and Culture has equipped directors with a variety of resources to help answer those questions. Please contact your department director for additional information.

For those of you moving to essential, remote status, the IS Department has put together a selection of resources to assist you in that transition. Here is the link: <https://tinyurl.com/EvanRemoteWork>.

Your supervisor will contact you when it is time for you to return to work.

In the meantime, those of you moving to non-essential status will not have access to the system or email. I encourage you to stay connected with the Hospital by following updates in the employee portal on the Hospital website. Here's a direct link to that page: <EvanHospital.com/family>.

Emergency Day Care Options

We recognize that, with schools and some care facilities closed, childcare is a challenge for employees who are continuing to work on-site or remotely. We are hoping to relieve that burden with two emergency options:

For children birth to 5 years old, the YMCA in Milton has received permission from the state to provide emergency childcare for healthcare workers. The cost and hours of operation will be determined by the YMCA. For more information or to register, contact Bonnie McDowell, Greater Susquehanna Valley YMCA CEO, at ymcaexec@ptd.net or [570-556-4191](tel:570-556-4191). Email is preferred.

For children in Kindergarten through 13 years old, a day camp will be established at the Miller Center beginning Monday, March 23, 2020. The cost will be \$15 per child, per day, and the camp will be open 6:30 am to 3:30 pm Monday through Friday. Parents interested in the service are asked to register by noon on Friday, March 20, 2020. To register, contact Bonnie McDowell, Greater Susquehanna Valley YMCA CEO, at ymcaexec@ptd.net or [570-556-4191](tel:570-556-4191). Email is preferred.

Priority will be given to Evangelical employees who are classified as essential, on-site or essential, on-call.

Thank you for your continuing commitment to this organization.

Kendra Aucker,
President and CEO

March 18, 2020

As promised, I have some additional updates based on decisions made throughout the day:

Facility Access

Effective at 6:30 am Thursday, March 19, 2020, no visitors will be permitted to enter the facility. Limited exceptions will be made for the family of patients who are nearing the end of life, partners and immediate family of women giving birth (2 only), and parents of a patient under the age of 18. No children under the age of 18 will be permitted in the facility as visitors.

Patients arriving for outpatient services, including Imaging or Lab work, will be permitted one adult to accompany them to their procedure. That adult will be screened in accordance with CDC guidelines. The screening process will not include a temporal scan as these tests have not been deemed as reliable by the CDC.

These visitor restrictions apply to Evangelical's offsite outpatient clinics as well.

Entrances to the Professional Office Building (POB) will also be locked at 6:30 am Thursday, March 19, 2020. Patients seeking services from practices located in the POB will be directed to the Donehower-Eisenhower Pavilion.

Alternate Testing Site

An alternative testing site will be established Thursday, March 19, 2020, at Plaza 15 behind McCann School of Business. The site will be open from 7 am to 7 pm Monday through Friday until further notice.

A physician order and photo ID are required for those seeking testing at the site.

Emergency Department Screening

Beginning Thursday morning, March 19, 2020, the Hospital will be screening patients outside the entrance to the Emergency Department. The goal will be to process potential COVID-19 patients separately from other patients seeking emergency care and ensure patients seeking other services are utilizing the Donehower-Eisenhower Pavilion.

PA DOH Guidelines for Public Comment

As the cases of the coronavirus continue to spread in the state, PA DOH has loosened restrictions on individual organizations issuing public statements regarding testing, presumptive positive tests, and confirmed positive tests.

As a result, you may have seen Geisinger publicly state they have tested several positive cases. We will also be communicating with you, the media, our patients, and our community should we encounter a positive coronavirus case.

As a reminder, all media inquiries must be referred to the Marketing and Communications Department (Michael Redding, Director of Marketing and Communications, ext. 2959, Michael.redding@evanhospital.com or Deanna Hollenbach, PR and Communications Manager, ext. 4160,

Deanna.hollenbach@evanhospital.com).

For clarity, the test kits currently in use by many hospitals, but not Evangelical, are designed to provide a quick screening of patients. Someone who tests positive through one of the kits is considered to “presumptive positive” until a commercial or government lab can confirm the diagnosis. Evangelical is collecting samples and sending them directly to the commercial lab for confirmation. If someone tests positive for us, they will be considered “confirmed positive.”

Through all of this we must maintain a focus on our patients and continue to do what is in the best interest of the health of our community. We must also work to position the Hospital to ramp back up to full operations when the crisis has passed.

I thank you for your efforts, your patience, and your commitment to this organization.

Kendra Aucker,
President and CEO

March 18, 2020

The COVID-19 situation continues to evolve and you will start to see us begin to further close down access to our facilities, reduce the non-emergent services we provide, and expand our ability to identify possible cases of coronavirus.

Elective Surgeries and Procedures

Beginning Thursday, March 19, 2020, we will start to postpone elective, non-emergent surgeries and procedures. Some elective, non-emergent surgeries and procedures may continue Friday, if the patient has already begun preparatory steps specific to the surgery or procedure. After Friday, the operating rooms will only be conducting non-elective, emergency surgeries and procedures.

We have been in regular contact with leaders at Geisinger and we are taking this step with them. I believe it's vital to the health of this community that we act in unison in this challenging time.

Laboratory, Imaging, and Outpatients

At this time, all laboratory specimen collection and testing along with our Imaging appointments will continue as scheduled. Our outpatient and physical therapy offices will continue to see patients as scheduled.

However, we are in the process of planning how we will continue to support patients in critical need, patients who are managing chronic health issues, and pregnant women should the need arise to close outpatient clinics and suspend other services.

There is a tremendous amount of work going on to prepare for additional changes to our

operations and access to the Hospital. I anticipate making additional announcements today.

Kendra Aucker,
President and CEO

March 17, 2020

In the wake of Gov. Tom Wolf's move to limit public gathering by closing nonessential businesses, we find ourselves adjusting to a new normal. It's a time of anxiety, concern, and for many of us, fear.

That's completely understandable given that we really don't know how long the virus will continue spreading across the country.

I want to help assuage your fears and be a source of reliable information. To that end I'll be sharing updates like this one regularly until the crises has passed.

For today:

Check EvanNet

I want to remind you to check EvanNet regularly. People and Culture has been posting a great deal of information related to travel, working from home, and emergency childcare. EvanNet also features information on postponed projects and training. I can't cover all of the important news in these updates, so please check EvanNet regularly and seek out your supervisor with any questions.

Social Distancing

Be mindful of your interactions and let's lead by example. Our daily safety huddles are shifting to remote reporting and we're doing the same with the March Management Staff meeting. Please follow suit and meet remotely in instances where it's feasible. When you are communicating in person, be respectful of everyone's personal space and the heightened sensitivity we all now have to how closely we sit and stand next to one another.

COVID-19 questions

While we try to be all-encompassing with our communications, we recognize we might not answer all of your questions and your supervisor may not have all the answers either. In response, we've set up an email – COVID@evanhospital.com – to fill the gaps. Questions will be distributed to the subject matter expert from the leadership team who will then respond appropriately. Please be patient. We are all working to address competing priorities related to the COVID-19 response. Members of the leadership team will be responding to the questions as quickly as they can.

Alternative Testing Site

We fully intend to continue following Centers for Disease Control (CDC) and Pennsylvania Department of Health (PA DOH) guidelines for testing. Only patients meeting those guidelines are being tested. In addition, Evangelical cannot perform the testing on site, meaning samples must be sent out to other laboratories for review. Results are available in 3 to 4 days with that timeline likely to expand as the number of tests being performed increases.

However, we recognize the need to accommodate a growing number of people for testing as more people meet widening criteria and we recognize the need to keep those individuals out of the Hospital.

We are currently working to roll out an alternative testing site near our main campus. Details will be shared as soon as they are finalized.

Again, please look for these updates regularly. I promise transparent communication with all of you.

Kendra Aucker,
President and CEO

As it stands today, Monday, March 16, 2020, please note the following direction with regard the Hospital and COVID-19. Things change rapidly so check EvanNet frequently, use the employee portal on the exterior website when not on site, and communicate regularly with supervisors.

Public Information

It is critical to help combat the spread of fear with facts from credible sources. Please ask family and friends to visit websites like the Centers for Disease Control ([CDC.gov](https://www.cdc.gov)) and the Pennsylvania Department of Health ([health.pa.gov](https://www.health.pa.gov)).

For information on Evangelical, please ask them to visit evanhospital.com/virus. That webpage is being updated regularly with information on visitor restrictions, cancellations and postponements, and all other coronavirus-related information.

Public Access

Public access to the Hospital is restricted. Only two access points are open – the Emergency Department and Donehower-Eisenhower. The Donehower-Eisenhower Pavilion is manned to screen visitors; only essential visitors (parent, spouse, or primary caregivers) who are not exhibiting symptoms of respiratory illness will be permitted to enter.

The ramp to the Hospital from the Professional Office Building (POB) will also have someone screening potential traffic from that direction. The POB will be locked at 7 pm which is a little earlier than normal.

Work Status

As of this moment, the pandemic plan has not officially been implemented. Associate vice presidents and department directors have been instructed to begin moving some employees to their pandemic status—essential, remote; essential, on-call; or non-essential. Any questions should be directed to supervisors.

All questions related to employee quarantine, isolation, and travel should be referred to supervisors who in turn will work with Evangelical's employee health nurse. There are no exceptions to this process. The same rules must be followed regardless of position or title.

Badges

Employees should keep badges with them at all times. Badges will be needed to access the facility.

Miller Center

The Miller Center will be closing Wednesday until further notice. Evangelical staff from the Center may be used in other areas to help support our operations. The facility may be used for other purposes in the near future, but for now it will simply be closed.

SUN Orthopaedics and Physical Therapy of Evangelical at the Miller Center location remain open at this time.

Appointments and Elective Procedures

All appointments and elective procedures are continuing as scheduled. This may change so direct friends and family to check the website (evanhospital.com/virus) or call the office before arriving for an appointment or elective procedure. Evangelical is working with Geisinger to make this decision in tandem.

Employees are encouraged to be the voice of calm in the community—practice the preventive measures and stay at home if sick.

Guidance for Employees Affected by School Shutdowns

The Hospital expects to be operating under normal conditions on Monday, March 16, 2020, and all employees are to report as scheduled.

All employees should make appropriate back-up child care arrangements in light of Governor Wolf's order for all K-12 schools to close through March 27, 2020.