Like most of you, Gaylord is actively following the unprecedented situation with the 2019 coronavirus disease (COVID–19). We have taken critical steps to ensure that our inpatients and outpatients are safe and receive the exceptional care they expect.

At this time, we are adhering to all federal and state guidelines relating to our staff and community. We continue to be engaged daily with critical stakeholders, including federal and state officials and other health systems, as we plan for the future. Our leadership team meets daily to assess needs and set the necessary precautions and safety standards. At present, our medical, clinical, and support staff are operating at full force.

We have taken the following steps to maintain the state of readiness and decrease exposure to the coronavirus - currently no patient or staff member has tested positive for COVID-19:

- Visitors to our inpatient units are restricted to reduce the risk of exposure.
- Vendor activity throughout the hospital is severely limited, and we are screening those that come in for illness or exposure.
- Volunteer services are temporarily suspended.
- Protocols have been instituted for staff to limit personal travel to high-risk areas and self-quarantine after exposure to an affected person or if they are experiencing symptoms.
- Outpatients who come in for appointments are screened for any illness, fever, or recent travel.
- Internal meeting size is limited, and options to call in remotely have been instituted.
- Support groups and other outside groups that meet on campus are postponed to reduce the risk of exposure. Staff is working on introducing virtual support groups where possible.
- The Lyman and Hooker renovation project has been suspended. This decision will allow beds, which would have been taken out of service to remain ready for increased need.
- Patients at risk of contracting COVID-19 are being tested.
- Our strict cleaning protocols for patient rooms, equipment, and beds are continuing. We have also increased the frequency of cleaning in non-clinical areas and high-touch spaces.
- We have developed several workforce readiness and contingency plans for all locations.
- We have implemented telemedicine options in medical services and psychology.

We will continue to monitor the situation and communicate any future updates in response to the ongoing pandemic. The health and safety of our patients, staff, and community are, as always, our primary focus.

For the latest updates, please visit our website: www.gaylord.org where we have set up a "Coronavirus Alert" button that brings you to a page with resources.

On behalf of the Gaylord team, we wish you and your families well.

Sonja A. LaBarbera  
President & CEO

Stephen T. Holland, M.D.  
Vice President & Chief Medical Officer