



March 12, 2020

To our patients and caregivers,

As we continue to navigate COVID-19 together, I want to continue to be transparent in our communication and keep you updated on recent planning within Hospice of Acadiana and its sister companies.

We remain committed to leading with partner care and transparency, making decisions based on facts and science – relying on the experts to guide our actions so we are doing what is best for you, our customers and communities. In light of the emergence and spread of the Coronavirus Disease 2019 (COVID-19) in the United States, and now locally, Hospice of Acadiana along with its sister companies, Palliative Medicine of Acadiana and the Acadiana Center for Loss & Transition, have adopted the protocol below to mitigate the spread of COVID-19. Please understand the precautions we are taking are evolving as more information is released.

1. Though we consider a minimum of two visits a week by our clinical staff best practice, for the purpose of decreasing the risk of exposure, we will be decreasing nursing visits to weekly for stable patients.
2. Effective immediately, we will be calling every home and facility we visit prior to arriving to inquire about any recent confirmed or presumed infection. The answer received will gauge our use of Personal Protective Equipment (PPE) before entering the home and/or facility.
3. At a minimum, all visiting clinical staff entering a communal facility will utilize (in partner with the facility policy) a set of brand-new paper gowns and shoe covers. After the visit is complete, the visiting clinical staff will then dispose of the paper scrubs and shoe covers before entering their vehicle.
4. Though already considered a best practice and done daily, it is worth mentioning as a reassurance, that all clinical staff are responsible for wiping down ALL used equipment after each clinical visit.
5. Effective immediately, all clinical staff are required to take their temperature prior to leaving home in the morning and reporting that to their immediate supervisor.



6. Effective immediately, we will suspend any unnecessary volunteer contact with facilities and/or patients. Though we are now thoroughly screening our volunteers for signs or symptoms of infection we feel it would be irresponsible to take an unnecessary risk for exposure.
7. Effective immediately, all clinical and nonclinical visiting staff have been instructed to avoid highly populated areas, both in their private and professional lives. This includes community functions, as well as company functions such as our weekly Interdisciplinary Team (IDT) meetings. Please be assured these team meetings will be held virtually via call-in to insure continuity in care.
8. Once a patient is confirmed (or suspected) of having been infected with the virus, Hospice of Acadiana has dedicated employees that will care ONLY for COVID-19 patients and provide infection control training to the patient's caregivers and/or family.

For the last few weeks, we have closely monitored and prepared for all possible scenarios to ensure we have an appropriate and effective plan in place. This plan has been defined principally by the expert guidance of the Centers for Disease Control and Prevention (CDC) and local public health authorities. However, even in light of all the available best practice, we still want to hear from you - our patients and caregivers. If we can serve you better then, as your Hospice of Acadiana, we owe it to you to listen.

Please feel free to contact any of the leaders below; together we will see this through.

Your Hospice of Acadiana leaders,

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