



March 9, 2020

NOTICE TO RMHC STAFF, VOLUNTEERS & PATIENT FAMILIES

Our highest priority is the health and safety of our guests, staff and volunteers. As the novel coronavirus (COVID-19) continues to spread throughout the world, we wanted to share some of the actions RMHC Intermountain Area is taking to prepare and protect our team and the pediatric patient families we serve.

Background on the virus:

The coronavirus can cause illness ranging from the common cold to more severe respiratory illness. Transmission from person to person usually happens via respiratory droplets produced when an infected person coughs or sneezes (similar to the flu). People could catch COVID-19 by touching contaminated surfaces or objects – and then touching their eyes, nose or mouth, or breathing in droplets coughed out or exhaled by a person with the virus. Symptoms of the illness can include fever, cough and shortness of breath. The Center for Disease Control and Prevention (CDC) believes that symptoms may appear in as few as 2 days or as long as 14 days after exposure. Those at increased risk for infection are those who have traveled outside the continental US to regions where outbreaks are occurring, people living in or near outbreak clusters, people with compromised immune systems or health issues - and though the data is very new, it appears that risk of serious illness rises with age: people over 40 seem to be more vulnerable than those under 40. There is currently no vaccine to prevent COVID-19 infection. The best way to prevent infection is to avoid exposure.

(coronavirus.utah.gov, World Health Organization, & [CDC.gov](https://www.cdc.gov))

We ask all employees, volunteers and guests to do their part to prevent the spread of COVID-19 by doing the following:

- Wash hands when you first arrive at RMHC, and often throughout the day with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer
- Avoid touching your eyes, nose and mouth
- Avoid close contact with people who are sick with contagious symptoms
- Cover your cough or sneeze into a tissue when possible – quickly dispose of used tissues. If a tissue is not available, cough into your elbow
- Clean and disinfect frequently touched objects and surfaces
- Avoid touching hands and faces of others. Turn hugs, handshakes and high fives into elbow bumps and smiles
- Employees and volunteers, please stay home when you are sick.
 - If you experience any of the symptoms above, please report them to your supervisor to allow RMHC to provide support, and to understand the spread of illness within the team and our programs
 - Medical attention and direction may be sought via phone with primary care physicians before considering InstaCare or the ER, unless there is a medical emergency. If you believe a hospital visit is warranted, call ahead for instruction – as they may process those with flu and coronavirus symptoms separately from other patients. *Primary Children's Hospital: 801-662-1000. University of Utah: 801-587-0712 or 844-745-9325*
 - For staff members with SelectHealth, there is a mobile app and an opportunity for digital consultation through Connect Care. Please see the attached flier for more information

RMHC is taking the following actions to help limit the spread of COVID-19 and other contagious illnesses:

- Increased hand sanitizer stations have been installed throughout the Ronald McDonald House and Ronald McDonald Family Rooms
- Signs have been placed throughout common areas to ask for increased hand washing and awareness, and asking guests to inform staff if they are ill. RMHC is helping families with symptoms to connect with health professionals and other resources, as needed
- Families checking in to RMHC programs are first being screened via a series of questions, to prevent those with symptoms from staying at the Ronald McDonald House or visiting the Ronald McDonald Family Rooms until they are no longer contagious
- Primary Children's Hospital has implemented new visitor restrictions and no siblings or visitors under 18 are allowed in the hospital except the child patient. No volunteers will be allowed in the hospital as of 3/10/20. This includes our RMFR hospitality volunteers and volunteers hosting meal groups and guest activities. As a result, the Ronald McDonald Family Room will reduce open hours to 9am-6pm daily.
- As parents must supervise children under 18 at the Ronald McDonald House, alternate or additional child care should be considered when visiting the child patient, when possible. RMHC is considering additional resources that may be available to parents with other children currently staying at the House.
- RMHC has increased the frequency and rigor of cleaning and sanitization throughout the Ronald McDonald House and Ronald McDonald Family Rooms, and especially in common areas such as our kitchens, bathrooms and front desk areas
- Tours, meals and activities are being modified as deemed necessary. Meal groups are being asked to be vigilant with health measures, and to individually plate meals rather than serving them buffet-style, to prevent cross-contamination. Staff, Board and Committee meetings will no longer be served buffet-style, until further notice. Volunteer groups are being asked not to bring children under 18 at this time. Additional adjustments will likely be made as the situation warrants
- RMHC is proceeding with plans for our most significant annual fundraising gala in April, while creating contingency plans if social distancing protocols are activated in Utah. These contingencies may include postponing the event or hosting a virtual event.
- A small task force of RMHC leadership is meeting regularly to discuss updates, protocols and considerations as the situation evolves. We are in close contact with RMHC global, our RMHC Medical Advisory Committee leadership, infectious disease specialists and hospital partners, and monitoring recommendations from the CDC, EEOC and Department of Health to understand what is being done locally, and when/if there is a need to re-evaluate policies and procedures at RMHC.

We understand that this issue is cause for concern to many. We seek for calm professionalism as we meet this challenge, and we know that our team always strives to be their best for all the individuals and families we serve. Rest assured that as circumstances continue to develop, we will make decisions with the health and well-being of our staff, guests, and volunteers as our highest priority. Thank you for your shared dedication to our mission and the families we serve.

Carrie Romano
Chief Executive Officer