



Dear Friends,

The COVID-19 outbreak is unlike anything we've seen in our lifetime. We're all making extraordinary adjustments in our daily lives and taking precautions in an effort to help slow the spread of the coronavirus. Our work would not be possible without our valued partners, dedicated volunteers, and passionate staff members who support our mission, and your health and well-being is of the utmost importance to us.

After careful consideration and discussion with our board, staff, partners, and health officials, we've decided to suspend all volunteer activities and encourage those staff whose jobs allow it to work from home from March 23 – April 4, 2020, at which point we will reassess the situation. We are also restricting visitation to our sites to drop-offs and pick-ups of medical supplies and equipment. Please note that there are some differences in this policy across our three locations based on local government restrictions and mandates, most notably in San Leandro, California, where we are adhering to the shelter-in-place local order.

As an organization focused on global health, providing disaster relief is a critical aspect of the work that we do. Our COVID-19 relief efforts began in late January when the World Health Organization declared COVID-19 a global health emergency. During these next few weeks, these efforts will continue as we work to provide support and relief to underserved communities, in the U.S. and communities with weakened health systems around the world, who need assistance fighting this global pandemic.

While volunteer activities will be suspended, Medical Mission Team and Free & Safety-Net Clinic orders can be submitted through our Primary Care Supply Center online ordering system, and orders will be fulfilled out of our Southeast Warehouse and Distribution Center as inventory is available. Additionally, our Southeast operations teams will continue to send shipments of supplies and equipment to communities where they are needed the most. We fully understand that it is essential to maintain our critical programs and services, while we protect the health and well-being of all of our key stakeholders.

During the time that volunteer activities are suspended, we'll conduct a deep clean and disinfection of our facilities as an added precaution. Once volunteer activities resume, we plan to take additional steps in all of our facilities, as outlined below, to ensure a safe and healthy environment for our volunteers, staff, and partners.

- Install hand-sanitizing stations throughout our facility
- Display posters with recommended preventative measures in employee and volunteer areas
- Provide hand sanitizer and protective gloves to all volunteers while on site
- Sanitize the volunteer sort rooms (door handles, tables, chairs, and touch screen tablets) in between every shift

- Require that anyone who is sick remain at home
- Encourage continued social distancing
- Limit the size of volunteer groups
- Adjust our plan as more information is communicated by the CDC

We value your support and understanding as we work together as a community to flatten the curve of coronavirus while continuing to help those who need it the most in these challenging times.

Updates and specific details for each of our locations will be posted on our website, so please make sure to check there for the latest information. We'll also provide updates via email and on social media.

A handwritten signature in blue ink, appearing to read 'C. Redding', with a stylized, flowing script.

Charles Redding
CEO & President