



**CORONAVIRUS UPDATE FOR MANAGERS/DIRECTORS & SUPERVISORS**  
PLEASE BE SURE TO ALSO REVIEW THE "ALL STAFF" PREPAREDNESS UPDATE MEMOS

**To:** Managers/Directors, Supervisors  
**CC:** Senior Managers  
**From:** Coronavirus (Covid-19) Preparedness Team  
**Re:** Update for Managers  
**Date:** 3/31/20

*We continue to express our appreciation for your ongoing flexibility, initiative, and dedication while we implement rapid operational changes and contingency planning strategies in response to the public health crisis. The success and effectiveness of our preparedness efforts is a reflection of your hard work and dedication.*

*We also want to thank you for doing an excellent job of supporting your staff during this challenging time. Although that isn't always easy, it is extremely important right now. We appreciate your ability to remain calm, to offer guidance, and to provide a strong and cohesive leadership presence. Thank you!*

**COMMUNICATION**

- To ensure all employees are kept up-to-date during this crisis, we are allowing managers to forward preparedness updates/memos to personal email addresses of staff who are currently not working and/or in "engaged in waiting" status. *As always, patient information should not be forwarded to personal email addresses.*
- We have reorganized both the [Coronavirus Resources](#) page and the Human Resources/Supervisory Information page, including deleting outdated information, to make it easier for you to locate what you need.
- Reminder – all requests from the media should be referred to our Media Hotline at 580-6642.

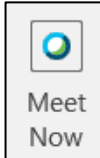
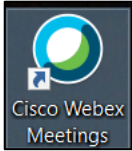
**EMPLOYEE ASSISTANCE PROGRAM (EAP)**

- Our EAP counselors are offering drop-in sessions in the Quality office at Exeter Hospital (next to north conference room 5) to meet with staff who wish to discuss concerns. Session dates/times/locations are posted on the home page of *The Pulse*.

**INFORMATION TECHNOLOGY**

**WebEx Meeting Software**

- To help alleviate the burden on our phone lines, Information Services has pushed out WebEx Meeting software to desktops.



- You will see the icon there, as well as a "Meet Now" icon in Outlook.
- A [User Guide](#) and link to [Best Practices](#) are available from the left side of the [I.S. page](#) on *The Pulse*.

**Conference Calls – Use 777-1158**

- As a reminder, if you are joining/scheduling a conference call PLEASE use the "bridge line" (777-1158) rather than 580-8888.
- This line actually by-passes our normal phone system, enabling us to keep more lines available for patients and urgent calls.
- To join a conference call, dial 777-1158 or ext. 1158, rather than the 8888 number. Code and password will remain the same.

**I.S. Guidance For Working Remotely**

- To assist staff who are not used to working from home, Information Services has developed specific guidelines and best practices pertaining to exchange of information, privacy and confidentiality, and cyber security.
- The [memo](#) is currently posted on the home page of *The Pulse* and will be attached to today's *All Staff* preparedness update as well.