



March 16, 2020

To our patients,

During this unprecedented national crisis, Community Surgical and our subsidiaries, Ocean Breeze Infusion Care, Cair Respiratory and Community Home Infusion want you to know that we appreciate the trust you have in us to provide your home medical equipment needs. Most importantly, we want you to know your services will continue, and products will ship in accordance with normal practices. Our mission is to provide our patient's with the most advanced, high tech equipment coupled with outcomes-based follow up programs. Our team of expert staff and clinical coordinators are committed to provide our patients with the best care. That commitment is especially true during this coronavirus pandemic. Your health and safety is our number one priority.

As an accredited home care company with over 50 years' experience, we have the knowledge and expertise to provide continuous care during this outbreak. Given that, we would like to take a moment to update you on steps we are taking to preserve the health and safety of our patients, healthcare partners and employees:

- We are closely monitoring all developments so we can quickly adapt to any changes.
- We have increased communication and reinforced our staff on the CDC guidelines about prevention and limiting the spread of the virus.
- Hygiene guidelines and other prevention methods have been communicated to all employees and are posted throughout our locations.
- Our patient-seeing staff has been trained and provided with protective equipment to ensure the health of our patients, their families, caregivers and employees. Although, our staff has been provided with the necessary protective equipment, we have also initiated procedures that limit the face-to-face exposure with our patient, but still providing the same level of service that you have grown accustomed to receiving.

Any employees diagnosed with COVID-19, will be required to be quarantined from patients and other employees for a minimum of 14 days, or as recommended by the CDC (Centers for Disease Control and Prevention).

Our local offices will continue to stay open and provide their normal products and services unless we are given direction from local county or city officials. We have increased our cleaning service in all of our building and if necessary, will provide extra deep cleaning services in an attempt to stop the spread of the virus.

Thank you for your ongoing support, confidence and trust in our ability to provide you with products and services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Fried', with a large, sweeping flourish at the end.

Michael Fried
CEO
Community Surgical Supply, Inc.