



HealthSpace Customers:

During these very turbulent and uniquely trying times, I wanted to let all of you know how we at HealthSpace are responding to the COVID-19 situation and how it relates to the work we do with you all as our customers. As I have said many times, we view our relationship with each of you as a partnership. A partnership that is meant to better serve public health. All of us at HealthSpace have a passion to serve public health agencies, and that passion is only intensified in trying times.

As of Monday, March 16th, I had HealthSpace offices in North America move to telework for at least the next two weeks. I also put in place a travel moratorium to protect the health and safety of our staff, and that of our customers. To date, we have had no reported exposures or illnesses and, with the exception of the changes listed here, we are operating at full capacity. All of our servers and systems are running at full capacity without any service interruptions.

Our customers - state and local health departments - are the tip of the spear in the effort to provide surveillance, guidance, and gain control of this ongoing situation. As such, we have had many of you already reach out to us to cancel meetings and inform us that projects with HealthSpace may be slightly deprioritized as you respond to this emergency public health situation. We know projects and timelines may shift for many of you in light of these unforeseen circumstances. If you are experiencing interruptions or will have key members of your project team out, please let us know so that we can adjust resources accordingly.

We are here to help support our customers' critical public health mission in these uncertain times. Not only by providing continual access to our best in class products, but also specifically in response to the COVID-19 pandemic. In that light, I want to make you all aware of a tool HealthSpace is able to provide to all of our HealthSpace HSCloud Suite customers. **We are releasing a modified version of our Food Borne Illness Surveillance tool for COVID-19 surveillance.**

This will allow departments to input and track case - or possible case - information securely in the cloud in real time. Customers may also provide logins to this new module to hospitals and healthcare providers in their jurisdiction to gather basic surveillance information from these healthcare providers on possible COVID-19 cases. This includes testing data and results. Text and email alerts, rollups of the data, and all typical HealthSpace features will be available in this tool.

We will make this tool available, on request, for no charge to our existing HSCloud Suite customers. If you would like to discuss this further, please reach out to Dianne Sisk - Dianne@hscloudsuite.com - or our Director of Business Development and Operations, Cameron Garrison - Cameron@hscloudsuite.com. Dianne and Cameron collectively have nearly 50 years of experience in the public health arena and will gladly assist you.

Please let our team know if there is anything else we can do to support you during this challenging time. We value the partnership we have together and are grateful for the dedication and effort you all put forth to ensure the health and wellness of the general public.

Silas Garrison

A handwritten signature in black ink, appearing to read 'S. Garrison', with a stylized flourish at the end.

CEO

HealthSpace