

Dear Valued Client,

We are pleased to announce that we will be **resuming daily operations in our donor center on Monday, May 18th**. We have continued to diligently monitor California and US regulatory guidance in response to the COVID-19 pandemic. Throughout this crisis, we have reiterated our commitment to the safety of our donors, employees, and clients.

Due to the recent transition to Stage 2 of California's "Stay-at-Home" order, our scientific advisors feel certain that we can begin to resume normal operations while maintaining guidelines which will ensure the safety of everyone involved. The actions being taken to ensure donor safety will further enhance the quality and safety of our products for you, our valued clients. For more information on the actions we are implementing, please visit [our website](#).

EMPLOYEE AND DONOR SAFETY

Below are some of the additional steps we are taking to protect the health and well-being of our donors and staff:

FACILITY ENTRY

- Prior to entering the facility, donor temperature will be measured, and additional screening questions asked to assess their risk of exposure to COVID-19.
- Donors will be deferred for 28 days if they were in contact with COVID-19 positive or suspected patients, had a diagnosis of COVID-19 infection, were under self-quarantine orders, or show symptoms indicative of infection even if not tested.
- Donors will be required to wear personal protective equipment (PPE) supplied by HemaCare while in the facility.

RECEPTION AND LOBBY

- Protective barriers have been installed in the reception areas to supplement supplied PPE.
- Seating areas have been clearly demarcated to ensure proper social distance is maintained.

DONOR SCREENING

- Donors are screened and assessed for temperature again after entry using validated and calibrated thermometers.
- Physical health exam including a health questionnaire and complete blood count (CBC) will be performed.
- Donors will be asked to inform us immediately if they are diagnosed with or exposed to COVID-19 within the month following their donation.

DONOR ROOM

- Donor beds are spaced to adhere to social distancing guidelines and strict disinfection and sanitization of beds pre- and post-collection will be performed.
- Protocols are in place to minimize the need to touch surfaces that have been touched by others, including the management of entertainment equipment and snacks.

PPE AND SANITIZATION

- Employees have taken additional intensive safety training and are required to wear full PPE when at the facility.
- We are performing frequent deep cleaning and disinfection activities throughout the day.
- The number and location of hand sanitization stations have been increased throughout the facility.

SOCIAL DISTANCING

- We redesigned the donor experience to ensure proper social distancing guidelines are met as recommended by the CDC, specifically, maintaining six feet of space at all times.
- Signs reminding visitors and employees to maintain distance at all times have been installed.

In addition, our business continuity plan continues to discourage travel, encourage social distancing including working from home for all employees when possible, dedicated entry and exit, and daily temperature checks to prevent the spread of the virus within our facility.

TESTING CONSIDERATIONS

Though we are continuing to monitor the current AABB, FDA, EMA, and FACT guidelines diligently, at this time, there is no evidence to support the spread COVID-19 via blood, blood products, or via the implantation, transplantation, infusion, or transfer of human cells, tissues, or cellular or tissue-based products (HCT/Ps). Therefore, testing of donors for COVID-19 is currently not a requirement for blood/blood components for transfusion or for cells or tissues for transplant, infusion or other clinically related procedures. If these guidelines change, we will notify our client base and take appropriate steps and precautions where warranted.

SCHEDULING CONSIDERATIONS

In order to adhere to proper social distancing guidelines, the supply of fresh materials may be limited. Please contact your local BDE for scheduling and material availability. During this crisis, we have retained cell isolation and processing operations and thus have a robust supply of [cryopreserved material](#) to meet your needs. Offering exceptional flexibility, consistency, and viability, working with cryopreserved materials is one solution to the complex logistics created in our post-COVID-19 world.

Please let me know if you have any questions or concerns.

I can be reached at: pvanderwal@hemacare.com

Thank you,

Pete van der Wal
General Manager
HemaCare Corporation, A Charles River Company

