



## Coronavirus Update – March 18, 2020

We are reaching out to you as our valued client to provide an update on our services after the City of Fresno ordered all residents to “shelter in place” to prevent the spread of the Coronavirus (COVID-19).

The Telephone Exchange is open and will remain open to continue supporting all of our clients, including our medical community and our other essential service clients during this challenging time.

We have instituted our emergency contingency plan and are making every effort to protect the health and wellbeing of our operators to ensure we are here for you. We are confident the emergency measures we have taken below will enable us to continue answering your phone calls:

- All “non-essential” staff in relation to The Exchange have been sent home and are working remotely.
- We have divided our call center operations into three separate isolated locations.
- We have spaced out our operator stations to allow for more than 6 feet of space between each operator.
- To reduce the number of staff onsite, we have a select number of operators who are working remotely.
- The main office has been closed to the general public until further notice.

At the Exchange, the best interest of our clients and the health of our employees is always at the forefront of our decision-making process. These difficult decisions were made with the intention of ensuring the health of all of our employees, their families and the clients we serve. We will continue to review updates provided by the CDC and other agencies, implement best practices, and devote internal resources to ensure we are acting in the best interest of our staff and clients.

If you have any questions, please don’t hesitate to call or email me.

On behalf of all our staff here at the Exchange, thank you for your understanding and support.

Sincerely,

Matthew Haas

President /Chief Executive Officer  
Professional Exchange Service Corporation