

I hope this message finds you and your loved ones safe and well. I wanted to reach out to you because I can only imagine how you are feeling with the recent news of COVID-19's aggressive climb in our Western New York area.

Please know – we are still here and a safe place for you to get treatment. Your Roswell Park family remains and will always be at the ready to care for you. So please keep your appointments. Those are really important. Since the beginning of this pandemic, we have been prepared and following all necessary safety precautions to make sure that you can continue to get the cancer treatment, surgeries and procedures that you need. You are our priority.

The reality is that our community has work to do to get this virus under control. But the good news is that we all know what we need to do. And that is where we all come in and need to do our part. The time is now. So much is hinging on the next few days. This is a pivotal moment for our community. The individual decisions we make today, tomorrow and over the next week have the power to save lives – or endanger them.

Please take care of yourself and each other. Show that you care about the people around you. Stay home as much as you can outside of going to your doctor's appointments and treatments. Don't be out and about in the community for non-essential tasks and be masked and distant from others when you must go out.

We are all at risk from Covid, but we know that our cancer patients are extra vulnerable to the effects of this virus. We want to keep you safe and ask you to do everything within your own power to protect yourself. Even if you do everything right and observe all the precautions that have been asked of us, the actions of other people can put you at risk. So please, be careful where you go and who you come in contact with. By staying home, restricting your circle, washing your hands often and wearing a mask when you are around others. It's the best way for us to protect each other.

Remember your mask when you come for your appointment and please wear it when you enter the building. If you need a new mask, one will be provided for you, but we'd like you to walk in to Roswell Park with some type of face covering. Remember your hand sanitizer, which we also have throughout our facility, and try not to come too early for your appointment to help us limit the number of people waiting in our waiting areas. You will be screened for symptoms and high-risk travel upon entry, including a temperature check and will be directed accordingly.

None of this is easy, especially as we are all adapting our holiday celebrations to be as safe as possible. But the health of our community — the well-being of your friends, your loved ones, the business around the corner, and every single cancer patient — depends on it. Protect each other by staying safe, wearing your mask and distancing from others.

We have been very good at keeping you and your loved ones safe, and you can be assured that you are safe coming for your cancer care. Avoiding your cancer care can be very detrimental to your outcomes, so I do not want anyone to skip your appointments at Roswell Park unless your

care team advises that it can be safely postponed or conducted over a video call. We continue to offer virtual videos when it is recommended and appropriate to your care plan.

We also continue to limit the number of people on our campus, while still recognizing that your caregiver is often essential to the quality of your care. We are not allowing people to be within our hospital or clinics who have had high-risk travel. Please check our website or talk to your care team if you have any questions about the current visitor restrictions.

Please remember to not show up to your appointment if you are not feeling well. Call first, and get instruction from your clinic. We have an incredible team who does drive-up COVID-19 testing for our patients if you require it either before a procedure or surgery and for those suspected to have COVID-19. You don't even have to get out of your car, and the results are available quickly.

If you have any questions about how to proceed with your care, please reach out to us. We are here to help make sure you understand everything we are doing and everything you can do, to keep you, your loved ones, and our community as safe as possible.

If we continue to take this seriously and follow carefully everything that we know we need to do, we will get through this together. You deserve the best cancer care, and we will continue to offer that for you and look forward to the day we can put this pandemic behind us.

And please, we know the holidays are special times for families. Please use caution and great judgement. Don't apologize for putting yourself first. Make sure your family knows how important it is to keep you healthy and COVID-free.