

Foundation

News of Healing and Hope



Caring For Brevard: COVID-19

Health First is honored to meet the sacred obligation to provide wellness and health services to Brevard. As part of our commitment to you, Health First has taken extraordinary steps to ensure our readiness to care for you, your family, friends and neighbors during the COVID-19 pandemic.

Health First is Prepared

- One of the most important needs for a hospital in a pandemic situation such as COVID-19 includes proactively reconfiguring hospital rooms into something called “negative pressure rooms.” **The Health First Facilities team created a staggering 210 additional negative pressure rooms**, increasing the total rooms at Health First by more than 250% across the four hospitals.
- To date, **Health First has spent roughly \$2 million on emergency supplies, services and personal protective equipment (PPE) to fight the COVID-19 public health crisis.** However, projections show that we could spend an additional \$3.5 million, as equipment and supplies remain in high demand worldwide.
- When Brevard County Schools first closed, **Health First pledged to arrange child care at no cost to provide peace of mind to associates** whose child care options may have dwindled due to the pandemic. Within a three-day period, four locations were transformed to provide child care in groups of 10 or fewer, and lunches, dinners and snacks were arranged for the children. This commitment has



Virtual visits are a safe alternative to seeing your provider.

- continued now that Brevard County Schools are closed through the remainder of the school year.
- While COVID-19 has kept so many of us at home, nearly 5,000 of our friends, family and neighbors – maybe even you – have been able to see their Health First providers from the comfort of their own homes. **Before COVID-19, there were less than 10 virtual visits per week on average. Now, more than 1,000 virtual visits occur each day**, for everything from routine, non-emergent health concerns and prescription refills to specialty care, including pediatric care, aging services and everything in between.
- The COVID-19 pandemic has caused stress and anxiety for many. To help you and your loved ones, **Health First is here to support and give advice through the COVID-19 Stress Support line (321.434.7700).** Managed by experienced License Clinical Social Workers with more than 20 years of crisis experience.

Keeping You Safe

Health First is committed to maintaining the highest level of safety for both our associates and our community. With that in mind and out of an abundance of caution, Health First has adopted several additional policies to ensure your safety when receiving care.

- Visitor restrictions were implemented with the Florida Department of Health’s guidance. While initially based on symptoms and recent travel, the restrictions were expanded to restrict all visitors with a few exceptions, including the treatment of minor children, labor and delivery, and end-of-life care. **Our healthcare teams have utilized technology to find ways for patients and families to stay connected whenever possible and visitor restrictions now allow one visitor per patient with limited exceptions.**
- In early April, Health First adopted a universal masking policy, which requires all who come through our doors to wear face masks. This policy will be maintained until further notice.

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"We quickly adopted a universal masking policy across our facilities.

This policy gives our associates and patients an added layer of protection not only from COVID-19 but any airborne illness," said Dr. Jeffrey Stalnaker, Health First's Chief Physician Executive.



Intensive Care Unit Nurses

The universal mask policy applies to all who enter our clinical locations, such as associates, providers, visitors and vendors in clinical-care delivery business units (hospitals, Health First Medical Group clinical locations, etc.). Patients and visitors are provided surgical masks as they enter the facilities, and all Health First associates who work in and around clinical areas have been given a new mask every week or more often as the masks are soiled.

- In March, Governor DeSantis issued an executive order requiring all healthcare facilities to stop performing elective surgeries until further notice. Health First made and implemented this decision before the governor's order to preserve PPE and to reduce the number of people in our facilities to slow the spread of the virus. **We continued to provide surgical care for traumas and illnesses that required emergent or highly urgent surgeries, but the number of cases was drastically reduced.**

Since that decision, we have completed approximately 20 surgeries per day; prior to the pandemic, we were performing about 140 daily. This resulted in a 55-60% loss of revenue that supports the health system.

- While the federal government is providing some help, we are competing on a national stage for assistance that ultimately will not recover these losses.

Moving Forward Together

Large investments, like the ones described, have been and will continue to be made to ensure Health First is ready to care for you, your family and our entire community, even in a pandemic. With diminished resources and increased expenses, we continue to strategize how to successfully carry out our mission of improving the wellness and health of our community.

We are actively looking at testing, therapeutics and surveillance methodologies that we can deploy to

watch for a potential re-emergence of COVID-19 or any other similarly threatening pathogen, so we are able to respond early and effectively.

For more than 80 years, Brevard has trusted Health First to keep them safe and well. Together, with your help, we will continue to do so for many years to come.

Community support is more important than ever

As a not-for-profit healthcare system, Health First relies on contributions of all sizes from our community — individuals like you — to ensure we have the resources needed to carry out our mission. Your support is more important than ever. Please know that 100% of your donation is tax deductible and will be used for Brevard County only.

We are grateful for the many contributions we have received in support of our mission and the challenges ahead. If you haven't already, please take a moment to make your gift to the Health First COVID-19 Crisis Relief Fund today at HF.org.

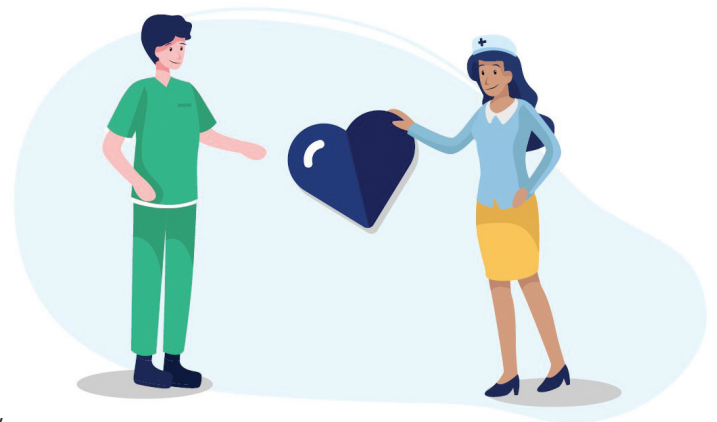
Associate Relief Fund Provides Support Through Crisis

The Associate Relief Fund provides financial support to Health First Associates who are experiencing hardship as a result of a crisis. Our associates, physicians and leaders are devoted to the mission of quality healthcare for our community every day, and give back in support of their colleagues in need. **Now, the community has shown their generosity in support of those facing hardships.**

This fund is a critical fundraising initiative that provides the resources and support for the needs that many associates are facing. Whether it's an electric bill, mortgage payment or utility bill, it is an

important resource during unexpected challenges. Health First has also waived all eligibility requirements for associates and everyone is eligible to apply for assistance.

Since March, physicians, associates and our community have stepped up to contribute \$204,000 to the fund. We appreciate those who have supported this fund and are honored to continue to share the critical impact made in



the lives of fellow Health First associates. Please take a moment to read the complete donor recognition listing either enclosed with this issue or online at HFgive.org.

Gratitude for Front-Line Heroes

When Tina Shelton called her family to inform them that she had volunteered to work on the COVID-19 patient care unit, they were understandably worried. New to Brevard County and Health First, Tina had only been a nurse at Holmes Regional Medical Center since January before this opportunity presented itself. Without hesitation, Tina raised her hand to transfer units to care for the pandemic's sickest patients. She is a true healthcare hero.

Tina's sister Beverly wanted to be closer to support and encourage her sister. Living in Maryland, the family has only been able to see Tina through FaceTime. One of four

siblings, Beverly wanted to do something meaningful to honor her sister. Beverly made a generous gift to the Health First Foundation COVID-19 Crisis Relief Fund in Tina Shelton's honor.

She shared, "The work that my sister and her team are doing is so meaningful. They are selflessly giving their time on the front lines in direct patient care. They are working hard so the rest of us can stay home and stay well. To me, Tina and her team are real heroes."

We could not be more grateful for all of the healthcare workers who courageously volunteered their skills on the front lines of critical patient care, just like Tina did. Like so many others, Tina's noble efforts to care for her community are commendable. "That's just the type of person she is," Tina's sister Beverly shared.

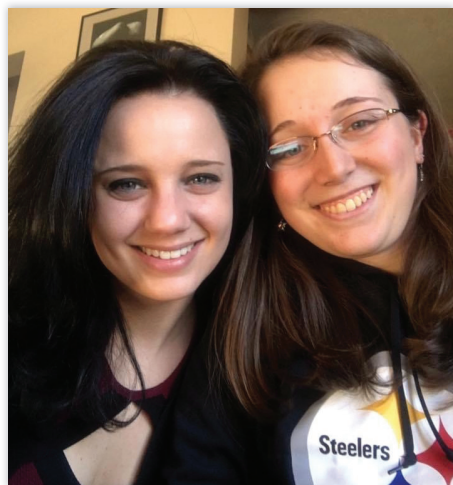
We are humbled by this gift in honor of the front-line caregivers taking bold steps to make a powerful and immediate impact during uncertain times.



Tina and Beverly Shelton as kids.

Honor A Caregiver

You can share your gratitude through the Health First Foundation. Your contribution celebrates your Health First caregivers and provides them with equipment, facilities and resources to ensure other patients also receive outstanding care. To make a gift in honor of a caregiver, visit HF.org



Tina and Beverly Shelton

Physicians: Caring for Community and Colleagues

When word of the Associate Relief Fund reached Health First hospitals' Medical Executive Committee leadership, the interest was unanimous and swift. "We knew the impact of the pandemic on Health First associates would be significant, and we wanted to help," said Tony Tran, MD, President, Palm Bay Hospital Medical Staff. "It is our way to show appreciation for all of the often-unheralded work they do for us and our patients," he added. Medical Staff leadership kicked-off what would become an outpouring of generosity from the Brevard medical community.

"The medical staff recognizes the love and dedication that all our Health First associates have demonstrated through this pandemic, without expectation of recognition or reward. They take care of our hospital, our patients, and all of us. We want to let you know how much you are appreciated, so, thank you and know that we care about you too," shared Edgar Figueroa, MD, President, Holmes Regional Medical Center Medical Staff.

The call for assistance was met by the medical staff of all four hospitals, and by community physicians. Also joining the

campaign was the Brevard Indo-American Medical Dental Association, who issued the call for support to its membership.

As of May 12, more than \$66,000 has been contributed by 85 physicians in support of Health First associates.

"Health First is full of gratitude for this unwavering support shown to associates. It represents a true partnership between physicians and the many support staff working in our facilities, all working to care for Brevard," says Michael Seeley, Health First Foundation President. "On behalf of all associates, thank you."

COVID-19: A Survivor's Story

In late March, 68-year-old Mark Twentyman arrived at Health First's Cape Canaveral Hospital Emergency Department in serious respiratory distress. Unable to breathe well enough on his own, clinicians intubated him within 10 minutes of his arrival. Following protocol for patients testing positive for COVID-19, he was placed in a negative pressure room in the Intensive Care Unit and a critical course of treatment was initiated.



Mark Twentyman with his grandsons.

The team of physicians and nurses in the Intensive Care Unit closely monitored Mark as additional complications appeared. Mark was fighting for his life.

During the most critical time, spending 24 days on a ventilator, the care team worked closely with Mark's family ensuring the most

aggressive and appropriate treatments. This included two rounds of experimental convalescent plasma transfusions. "We were so grateful for Health First's advocacy in getting him the treatment he needed," said Mark's daughter-in-law, Dr. Rebecca Ford Twentyman, who was vital in shepherding the plasma donation through the proper channels and getting it to Mark. He eventually was weaned enough from the ventilator that he only needed it at night. To his family and care team, Mark's recovery was nothing short of miraculous.

"The care that my dad received at Cape Canaveral Hospital saved his life. We are very thankful for the teams that responded so quickly to save his life," Mark's son Michael shared.

The team also ensured that Mark stayed connected to his family, getting them in the ICU "virtually" through technology. There were moments many thought Mark would not survive, but his caregivers and family never lost hope and continued to encourage him. With daily calls from his care team, his son and daughter-in-law were able to stay fully informed of his condition. This collaboration gave them confidence in

making critical decisions for his treatment. They never gave up, and neither did Mark.

After 28 days, Mark had recovered enough to be transferred to a long-term care hospital. Mark has even stayed in touch with his care team by talking with them through FaceTime.

"This experience has reminded us of the real value of local, community healthcare. Health First provided the best care possible for my dad at a critical time when he needed it most. The community should feel confident in knowing the care team is committed to the care of their patients and fully prepared to respond to a crisis like COVID-19." Michael Twentyman

As Mark and his family know all too well, this crisis can hit close to home. Health First is honored to be a part of Mark's recovery and to care for other patients, just like him, every day. Even in challenging, unprecedented times, Health First is committed to serving the wellness and health of our community.

Health First Receives \$50,000 Grant from Truist for COVID-19 Relief Efforts

Health First Foundation received a \$50,000 grant from Truist Financial Corporation to support child care services for associates following the closure of Brevard County Schools. **When Brevard County Schools first closed, Health First pledged to arrange child care at no cost to provide peace of mind to associates whose child care options may have dwindled due to the pandemic.** Within a three-day period, four locations were transformed to provide child care in groups of 10 or fewer, and daily lunches, dinners and snacks were arranged for the children. This commitment has continued now that Brevard County Schools are closed through the remainder of the school year.

"Our Health First associates always go above and beyond the call of duty and we are grateful to have the support of the Truist Financial Corporation so our

associates can continue caring for our community knowing their children are thriving in a quality child care program," said Paula Just, Chief Human Resources Officer for Health First.

The grant is part of the financial services company's Truist Cares initiative, a \$25 million philanthropic pledge announced in March to support basic needs, medical supplies and financial hardship relief due to COVID-19.

"We are pleased to support Health First Foundation in their efforts to provide child care services for its associates," said Sandy Hostetter, Central Florida regional president for Truist. "I have been a working mother my entire career and understand first-hand that no parent can focus if they are concerned about the welfare of their children."

About Truist: Truist Financial Corporation is a purpose-driven financial services company committed to inspire and build better lives and communities. With 275 years of combined BB&T and SunTrust history, Truist serves approximately 10 million households with leading market share in many high-growth markets in the country. The company offers a wide range of services including retail, small business and commercial banking; asset management; capital markets; commercial real estate; corporate and institutional banking; insurance; mortgage; payments; specialized lending and wealth management. Headquartered in Charlotte, North Carolina, Truist is the sixth-largest commercial bank in the U.S. Truist Bank, Member FDIC. Learn more at [Truist.com](https://www.truist.com).



Celebrating Health Care Heroes

We are grateful for the generous outpouring of community support. The care for our hard-working associates is evident and deeply appreciated. The Montessori Bilingual Academy of Rockledge sent a sweet basket of notes and treats to the associates at Health First's Viera Hospital expressing their appreciation. Zarrella's Italian & Wood Fired Pizza delivered meals to associates at Health First's Holmes Regional Medical Center, Viera Hospital and Cape Canaveral Hospital. In addition, Palm Bay City Councilman Brian Anderson partnered with three Palm Bay restaurants to serve hundreds of Health First's Palm Bay Hospital associates. Family Tradition, Yellow Dog Café and Ziggy's American Bar all generously donated meals for our care teams. These and others pictured below are just a few examples of the support and encouragement the community has demonstrated. Please take a moment to read the complete in-kind donor recognition listing either enclosed with this issue or online at HFGive.org.



98.5 The Beach and Pizza Vola partnered to deliver food for associates at Health First's Cape Canaveral Hospital.



Notes from associates and our community brightened halls throughout Health First.



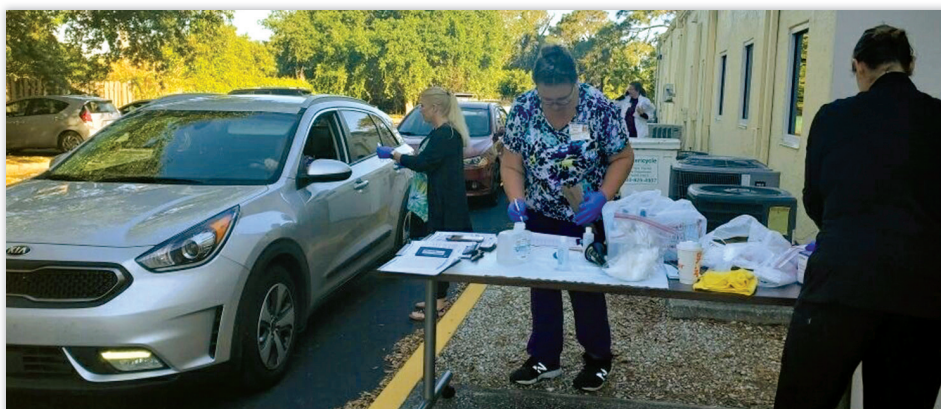
Law Enforcement Parade: We deeply appreciate the outpouring of community support organized by Brevard County law enforcement agencies and local church organizations. The caravans made their rounds and lifted our spirits.



Hearts for Heroes on display at Health First Family Pharmacy.



"Magical" treats for our associates donated by Disney.



Health First Home Care leaders organize drive by mask and PPE distribution for the Home Care team.



Hospice of Health First associates organize a drive by breakfast to support their team.

New Tax Incentives for 2020 Charitable Giving

Like you, Health First Foundation is adapting and changing in response to the COVID-19 pandemic. We would like to bring your attention to new tax incentives for 2020 charitable giving that were included in the Coronavirus Aid, Relief, and Economic Security Act, or CARES Act, which was recently signed into law.

■ New Universal Charitable Deduction Available for Non-Itemizers

Taxpayers who take the standard deduction rather than itemizing their deductions will be able to claim a charitable deduction up to \$300 for gifts made this year. This adjustment is available for cash gifts to public charities only and does not include Donor Advised Funds or cash deductions carried forward from prior years.

■ Higher Deduction Limits

Individuals will be able to deduct cash gifts to the extent of their entire adjusted gross income in 2020 (vs. only 60% in 2019); and the deduction limit for corporation giving has been raised from 10% to 25% of taxable income.

■ Required Minimum Distributions Waived

Most required minimum distributions

from retirement plans have been waived for 2020, thus allowing accounts time to recover. Check with your financial advisor to learn how this temporary rule will apply to you.

■ Qualified Charitable Distributions Still a Smart Way to Make Your Gift

If you are 70½ or older, a qualified charitable distribution (QCD) or IRA charitable rollover allows you to contribute up to \$100,000 to Health First Foundation from your IRA without paying income tax. Although the usual benefit of counting it toward your required minimum distribution has been waived for 2020, a QCD still remains a smart way to make charitable contributions, depending on your specific investments and market conditions at the time of your distribution.

Our Health First mission of caring for our community is more important now than ever before; and we are grateful for your support in these challenging times. Please contact Jeanene Donilon at 321.434.7386 to discuss a charitable gift plan that suits your needs and still allows you to help with our important work.

Contact Us

for more information on ways to support Health First through the Foundation.

News of Healing and Hope is published by

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Our Mission

The Health First Foundation helps improve the wellness and health of residents in our community by raising funds to support and advance the mission of Health First and its family of charitable healthcare providers.

These include four not-for-profit hospitals — Health First's Cape Canaveral Hospital, Health First's Holmes Regional Medical Center, Health First's Palm Bay Hospital and Health First's Viera Hospital — as well as many Outpatient & Wellness Services that include Hospice of Health First and Health First Aging Services.

The Health First Foundation, Inc., Florida Registration #CH-12568, receives 100% of all contributions. A copy of the official registration and financial information may be obtained from the division of consumer services by calling toll-free, 1.800.435.7352, within the state. Registration does not imply endorsement, approval, or recommendation by the state.

In Gratitude: Donor Recognition Listings

Please take a moment to read the donor recognition listing either enclosed with this issue or online at HFgive.org.

We are honored to recognize the generous individuals and businesses who donated food, flowers and personal protection equipment in support of Health First's caregivers during the COVID-19 crisis and those who made financial gifts in support of the Associate Relief Fund and COVID-19 Crisis Relief Fund. These donors have lifted the spirits of our front-line caregivers and made a direct impact on the unprecedented response to COVID-19.

You can also view the listing of our Good Samaritan Society members, Legacy Society members, "Quiet Heroes," Tribute Donors and Corporate Partners (recognizing gifts from January 1, 2020 through March 31, 2020).

It is donors like you who are making a direct impact on the wellness and health of those in need, right here in Brevard. Thank you.