

Dear Friend of Avera,

The COVID-19 pandemic has brought a great deal of change to our lives. While many things have changed, Avera's commitment to the health and safety of our communities remains constant.

As we re-engage in daily routines and find our new normal, it's important to remember we are still living in a world with COVID-19. Until a vaccine is available, we'll still be seeing cases of COVID-19 crop up in our population. That means a risk still exists.

Avera developed a pair of new normal toolkits – one for [patients](#) and one for [business leaders](#) – to provide guidance on how to navigate this new normal while mitigating risk.

The [New Normal Business Toolkit](#) includes PDFs to print or share electronically, and covers topics such as:

- Preventing the spread of COVID-19 through social distancing and hand hygiene
- Use and care of cloth face masks
- Keeping your facility clean and disinfected
- Tips for office settings

The guidance follows best practices as recommended by the Centers for Disease Control and Prevention (CDC) and reduces the risk of COVID-19 but cannot eliminate it.

The [New Normal Patient Toolkit](#) covers topics including:

- Social distancing
- Hand hygiene How to use and care for face masks
- Understanding your risk
- Symptoms of COVID-19 and what to do if you are experiencing them
- Guidance for home, workplace, family life, errands, recreation and social activity

Both toolkits are available on Avera.org at [Avera.org/covid-19](https://www.averahospitals.org/covid-19).

God Bless,