



March 16<sup>th</sup>, 2020

To our Valued Donors:

As the COVID-19 situation unfolds each day, the Plasma Services Group staff assures you that we are doing our best to continually monitor the situation and act accordingly to CDC, local, and federal guidelines.

Today Governor Tom Wolf of Pennsylvania officially declared biomedical facilities as part of the essential services. As such, our laboratory will continue to operate on an open but modified/limiting employee schedule. As a critical component for the diagnostic industry, we are trying our best to maintain our services and provide biological materials for our research partners and diagnostic kit manufacturers all over the world.

Our dedication to quality and safety has always been our number one priority, and you can rest assured that we will continue to be vigilant at this most crucial and unprecedented time. Extra precautions have been put in place to limit person-to-person contact and decrease the risk of potential exposure.

As best that we can, we are moving and re-scheduling travel arrangements for those who were recently scheduled to donate. If you still have an open appointment to come and donate with us and wish to make different arrangements, please contact **Mike Delahanty** our Donor Liaison by phone: **215-355-1288 ext. 306** or email at: [mdelahanty@plasmaseservicesgroup.com](mailto:mdelahanty@plasmaseservicesgroup.com).

If you have been contacted about giving a sample donation or you currently have a Donor Kit and are awaiting a phlebotomy appointment, we encourage you to use your own discretion and locally mandated guidance. Our network of phlebotomists and medical professionals are still operating at this time. However, nothing is more important to us than the health and well-being of our donors, and all appointments may be postponed or scheduled at a later date. Please contact us immediately so we may make the changes in our system.

Lastly, if you have been awaiting results from our laboratory about whether you have qualified for our donor program, we do ask for your patience. We will continue to reach out to donors, but results may be delayed longer than usual.

Again, if you have any questions, please contact us. We are here to help in the most difficult time.

Sincerely,

Nichelle Porto  
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