



## COVID 19

### **PROTOCOL and PROCEDURES**

Eco Medical Equipment continues to remain open to handle our client's requests, however, we've adopted aggressive measures to ensure the health and safety of our clients and employees.

With growing global concerns around COVID-19 ("coronavirus"), we want to provide you with an update on our response to date and our commitment to you moving forward. The health, safety and well-being of our employees and clients is Eco's top priority and we are following the lead of Canadian public health authorities and Alberta's chief medical officer at this important time. We are committed to providing comfortable and safe experiences at our facilities.

We are implementing these new measures to slow its spread and limit the risks in the weeks ahead. Protecting the health of our staff and clients is, and always will be, our top priority.

First and foremost, we want to assure our staff and clients that we are taking all appropriate measures to ensure our locations are safe and that we have existing plans and training protocols in place to ensure they stay that way. While the Public Health Agency of Canada has assessed the current public health risk associated with coronavirus as low, we continue to monitor for developments very closely



We have implemented additional measures to ensure your safety as well as the safety of our team, including:

- Introducing enhanced cleaning protocols in all of our locations, with particular focus on high traffic and high contact areas. Coronaviruses are easily eliminated by routine surface cleaning and the cleaning products we use are Health Canada approved
- Aggressive disinfection of “all” equipment before it comes into the building. This applies to any required repairs, trials, loans, rentals Disinfection has always been our practice, however, generally not until it is in the building.
- All staff always have and always will continue to use disposable gloves and protective coverings. Constant and consistent hand washing is enforced.
- Self-screening protocol – All employees are constantly self-screening and any who are experiencing flu like symptoms have been asked to stay home, contact Health Link to be tested and work with management to find appropriate work/stay-at-home options where necessary.
- Any clientele who have appointments for repairs or seating clinics are encouraged to contact us and reschedule should they be ill or if they’re experiencing any of these symptoms described above.
- Visitors or external partners of Eco will be limited to non-essential gatherings. These meetings can be conducted by phone.
- Increasing communications and reminders with our clients, partners and employees on important health and safety measures

To protect yourself and others, we ask that anyone who is feeling unwell refrain from visiting us so that together we can ensure a safe and comfortable experience for everyone. Know that we are doing our part by putting employment policies in place so that our staff are protected and are not penalized financially if they need to stay home.

Again, we continue to monitor this situation closely and will provide ongoing updates as new information becomes available or needed. We also encourage our guests to stay up-to-date through [Canada’s Public Health](#) website.

Thank you for your cooperation.