



March 23, 2020

To Our Valued Customers,

Along with everyone in the entire country, Biomechanical Services is regularly monitoring the COVID-19 situation. While we are working to serve the needs of clinicians and their patients who are adapting to new daily behaviors, we are activating our own extended effort to curtail this viral outbreak. In response to best practices issued by the CDC and California Public Health officials, we've implemented updated operational routines in our workplace to help ensure the health and safety of our employees, customers and their patients.

Putting Our Employees and Customers First

As stipulated in California's recent statewide stay-at-home order, our employees in are now working as essential staff to ensure fulfilment and delivery of product to health care providers. Our employees have been instructed to implement newly recommended social distancing protocols, increased hygiene practices while in the workplace and we've increased janitorial services to safeguard a clean, healthy work environment.

But even with implementation of best practices for preventing spread of the contagion, an employee's availability to fabricate and ship orders may be affected by limited attendance at the workplace. They have been alerted about being aware of community exposure encounters with the virus, and they have been instructed to stay at home in response to any possible contact. They have been notified about the primary symptoms and instructed to avoid reporting for their shift if they have any suspicion of illness. They are monitored daily for signs and symptoms of ailment while in the workplace. They are also instructed to stay at home if anyone where they live has been exposed to or may have symptoms related to the virus. These precautions are designed to ensure orthotic orders are fabricated and shipped by healthy employees.

Our new protocol for attendance at work will likely affect our production schedule. Interruptions in order processing are expected. Requests for orders to deliver on a specific date or other expedited scheduling may be unavailable, on a case by case assessment, while a possibility of limited attendance by technicians and office staff affects our workplace.

Once a package leaves our warehouse, it's entrusted to one of our shipping services. A large percentage of these orders are delivered via Federal Express or the US Postal Service, both of which are taking steps to ensure the health of their employees and safe parcel delivery. Federal Express has published its COVID-19 response here: <https://www.fedex.com/en-us/coronavirus.html>, while the USPS is also following guidelines published by the CDC. Biomechanical Services is contributing to this prevention effort by aiding with its policy to deliver the highest, healthiest level of product and service to our customers.

Shipping to Alternate Locations

Many of our customers are working from alternate locations, or from home – some by choice, others out of necessity. Please notify us if you want to make any changes in routine shipping instructions on all orders sent to the laboratory during this difficult time, and whether we should ship packages to your business address or an alternate location.

Looking Ahead

While the COVID-19 situation evolves; Biomechanical Services will remain committed to helping customers manage during this period of unparalleled interference in regular business activities. We will continue to monitor and respond to federal, state and local health authorities to protect our employees and serve our customers safely, with the least disruption practicable.

Sincerely,

Greg Wolfe
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