

# ProCare Medical

healthcare solutions <sup>2</sup>

March 16, 2020

Dear Valued Customer,

As a provider of equipment and services to healthcare facilities, ProCare Medical continues to monitor the evolving circumstances pertaining to COVID-19. For several weeks, we have been closely following updates from the CDC, specific interim guidelines for nursing homes, and our local health officials. Your health and safety are a top priority to us.

With the Pennsylvania Governor's address at 2:00 PM today, we at ProCare Medical consider ourselves an essential business, providing equipment and services that impact care. We have heard from many of you that need our services, and our plan is straightforward. If you don't want us in your building, we won't be there, and if you call or need us, we will be there.

## Protocols and Safety Measures

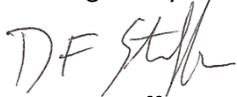
- The sales and account managers staff will be working from home until further notice. Site visits or specific requests can be scheduled as needed.
- For service, deliveries, and installations, our staff will use disposable gloves, and sanitize equipment in between site visits. That includes disinfecting everything from our tools to the steering wheel and door handles of our vehicles.
- Any site visits will comply with your specific vendor or contractor protocols that are in place.
- All business and office staff have been equipped with disinfecting wipes and have been briefed on safety practices within our building.
- All employees are closely monitoring their own health. To date, there have been no reported cases of an employee exhibiting symptoms related to COVID-19. In the event there is any individual who is presenting symptoms or fear they may have been exposed, they will be self-quarantined, along with any employees they've been in contact with.
- We will transition to a remote work model for all employees as needed to limit any risk of exposure.
- If we don't shake your hand, we mean no offense. We just want to minimize the spread of germs to keep everyone healthy.

We will communicate via website and email any updates, including regulatory agencies for our industry.

Lastly, we know these are difficult, taxing, and stressful times for public and private entities. If we can be of any help regarding disinfecting procedures, building security/access control service needs, disposable slings or transfer products, feel free to reach out to your local representative. There is also a resource page setup for reference at [www.procare-medical.com/coronavirus](http://www.procare-medical.com/coronavirus).

We will get through this together and thank you for allowing us to serve you.

Providing Safety in Caregiving,



Dwayne Stauffer, President

ProCare Medical