

June 15, 2020

To Our Valued Customers,

The effect of COVID-19 pandemic on Biomechanical Services has been as substantial as the encumbrances it placed on our customers and their patients all across the county. While we continued receiving and fabricating orthotic orders over the past few months, the number of patients visiting healthcare providers for routine care has been substantially less than the number of those encounters previous to the spread of the virus. We remain available to serve the needs of clinicians and their patients and anticipate a deliberate return to regularly scheduled patient visits.

Our own extended effort to avoid coming in contact with the virus by employing best practices issued from CDC and California Public Health officials have been successful thus far in ensuring the health and safety of our employees, customers and their patients. Our employees have been instructed to maintain recommended social distancing protocols, increased hygiene practices while in the workplace and we are performing rigorous janitorial services to safeguard a clean, healthy work environment. Employee's availability to fabricate and ship orders has not been greatly affected by limited attendance at the workplace.

We have alerted all employees to possible community at large exposure with the virus and they have been instructed to stay home in response to any known contact with someone who is infected. They also 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. To date only one of our employees has been in contact with someone who tested positive for COVID-19. She subsequently tested negative for the virus, but still self-quarantined for two weeks and never developed any symptoms.

We are processing orders on a daily schedule, depending on what we receive. Requests for orders to deliver on a specific date or other expedited scheduling are still unavailable, except on a case by case assessment, depending attendance by technicians and office staff at our workplace.

#### **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**

We are monitoring and responding to federal, state and local health authorities. Public restrictions have been lifted in many states where our customers practice. Biomechanical Services remains committed to helping everyone manage as guidelines allowing return to regular business activities are phased in at various locals.

Sincerely,

Greg Wolfe

President, Biomechanical Services Inc.