
To: ECS Clients
From: Management
Date: October 30, 2020
RE: ECS's Response to COVID-19

At ECS we regularly monitor the developments surrounding the evolving COVID-19 pandemic. Our primary concern is the health and safety of our employees and clients and we would like to share with you the measures we continue to practice to comply with current recommendations.

Although we are diligent with infection control practices on a daily basis, we have placed emphasis on our waiting rooms, common areas, high contact surfaces and test equipment to ensure no cross contamination of any virus/bacteria occurs. Hand sanitizer is readily available throughout our facilities; as well as hand-washing requirements before and after tests. Good hygiene practices reducing the spread of infections and viruses are compulsory.

We want everyone to feel at ease during an appointment and reassured that we are making every effort to maintain a safe and healthy work environment. Here are some examples:

- Asking appropriate questions at booking time to avoid any unnecessary appointments coming into our office
- If any concerns are identified we will ask that an appointment be postponed or re-scheduled
- Assessing each donor/employee upon arrival utilizing a COVID-19 screening questionnaire
- You will be asked to wear a face covering/surgical style mask. Don't worry-if you don't have one, we will provide!
- Donors/Employees may undergo a contactless temperature screen upon arrival
- Visitor alert signage throughout the office at point of entry and waiting rooms asking individuals not to visit our office if experiencing any cold or flu-like symptoms
- Increased signage at hand-washing stations
- Appointments are being spaced out to avoid crowded waiting areas
- Additional time between appointments is allotted to ensure equipment is thoroughly cleaned after use
- Full sanitization of respirators between use with Health Canada approved products
- Physical distancing is being practiced
- PPE is being utilized as needed
- Team members are working remotely where possible
- Virtual meetings and teleconferencing are being encouraged

Our health care professionals are aware of the symptoms, risk, transmission and prevention and will assess each situation accordingly. During our assessment if we feel an individual is at risk to contaminate our equipment or has the symptoms of an infected individual, we will postpone the appointment/testing, ask that they return home and contact Health Link (811).

Our team members follow AHS recommendations. They have been advised to stay home from work if they are ill or experiencing any noted symptoms. We are following the recommendations of self-isolation with respect to travel outside of Canada which also includes quarantine if family members within the household have travelled. Non-essential travel is discouraged.

All ECS Offices (Brooks, Medicine Hat, Calgary, Red Deer, Nisku and Grande Prairie) are OPEN and all services are available, including Spirometry/Pulmonary Function Testing (PFT), which was temporarily suspended due to high risk of infection. In addition to the measures listed on the previous page (temperature checks, screening questionnaire, PPE, etc...), we have implemented added safety guidelines for conducting Spirometry which allows us to resume this service with confidence that our employees and clients are protected. Here are a few highlights:

- The PFT will be completed in an isolation booth to ensure our technicians are not exposed to any exhaled air
- An air purifier with a HEPA filter will be used to circulate air in the booth along with a UV-C Light
- A bacterial/viral filter will be used with each test
- There will be extra time in between each test to allow for additional air circulation

We realize that many of these implementations have resulted in a reduction in the number of appointments that we can accommodate during the day and we thank you for your patience in this regard. We are doing absolutely everything we can to ensure we continue to provide the exceptional service our clients are used to while considering added safety control measures.

We are also working closely with each affiliate Collection Site regarding their availability and services. Our Client Services department will be able to assist you with inquiries at booking time and we will do our best to accommodate.

Mobile testing is available upon request and we will discuss added protective measures with you prior to arranging testing or we may suggest testing in one of our offices as an alternative option. As all safety measures apply to mobile testing as well; therefore, time onsite will ultimately take longer than what you are accustomed to.

We would like to keep the lines of communication open. We ask that you share this information within your organization. There is a measure of responsibility from everyone to respect the recommendations. We will encourage you to cancel or re-schedule appointments as needed. Please do not compromise the health and well-being of anyone by sending in donors/employees who are not feeling well or who have cold or flu-like symptoms (cough, runny nose, fever, difficulty breathing); we ask that you think of our community during these critical times.

Here are some tips to help prevent the spread:

- ❖ Wash hands frequently with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol
- ❖ Avoid touching your eyes, nose and mouth with unwashed hands
- ❖ The best practices to prevent the spread of COVID-19 are physical distancing, proper hand hygiene and wearing a non-medical face mask when keeping six feet apart is not possible

Please refer to the Alberta Health Services website for additional and up-to-date information:

- <https://www.albertahealthservices.ca/topics/Page16944.aspx>

For ECS news, updates, inquiries please connect with us:

- LinkedIn: <https://ca.linkedin.com/company/ecs-safety-services-ltd->
- Facebook: <https://www.facebook.com/ecssafetyservices/>
- Website: <https://ecssafety.com>
- Email: info@ecssafety.com

Rest assured ECS has the best interests of our clients, donors and team members in mind at all times and we will take all necessary precautions in response to protection and prevention. We will make any adjustments we need to as new information becomes available and the situation evolves.

Our thoughts are with all those who have been affected by the coronavirus outbreak.

Thank you for your patience and cooperation as we navigate through this unprecedented time.

-ECS Management