



March 16, 2020

Westech Health Care Ltd. - COVID-19 Pandemic Policy & Planning

The wellbeing of everyone in our Westech Health Care community is at the center of everything we do and it's our greatest priority as the COVID-19 virus continues to spread. Westech Health Care would like to advise all our clients, customers, suppliers, manufacturers and funding agencies of our policies supporting the reduction of transmission rates in our communities.

We are not a large organization by any means, but we are fortunate that most of our staff can work from home if illness arises and self-quarantine is required. Shipping and Receiving is the only position that totally requires a physical presence at our warehouse, but that is a position we can all support on an as needed basis.

Rest assured you can operate with the confidence that purchasing is ongoing and we will have sufficient inventory to fill orders and meet your customer's needs. We have very good relationships with all our suppliers, as such needed items will be obtained with short delivery times. You may also wonder whether transmission can occur on the surfaces of packages, but it has been made clear by the World Health Organization it is safe to handle packages.

We are in the process of cancelling attendance at all trade shows that we are scheduled to attend across Canada this spring. Essentially all our unnecessary travel will be cancelled as per Health Canada COVID-19 guidelines.

As well, we are asking our manufacturers and suppliers to cancel physical visits to our operation and replace direct meetings with video conferencing to support our efforts at social distancing and limiting the spread of COVID-19.



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We are totally supportive of our Provincial and Federal Community Health Policies that allow us to protect our employees, business partners, their families and loved ones. The attached links can be followed for more information.

<https://www.alberta.ca/coronavirus-info-for-albertans.aspx#p22780s6>
<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

A very large part of our role is to provide education and support of our products for our healthcare professionals working with clients and patients in Acute Care, Long Term Care and Rehabilitation settings. In many of these situations the client or patient is at the “high risk” level. Often, they are the most at risk for the COVID-19 virus. Our staff will respect all guidelines established by local community and facility health care policy regarding visitation to any client in the community or in a care facility. We will cancel all unapproved visitations with respect to sales and education. If we are asked to play a role as part of a physical assessment on site, this will only occur by Westech if we meet the necessary low or no risk viral transmission factors and we are specifically requested by the client’s health care and therapy team.

Westech firmly believes we can make every effort to support reduced transmission rates at this time for those at risk in our community, seniors and those with complicated health profiles.

All comments are appreciated,

Sincerely,

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