

Customer FAQs

The health and safety of our employees and customers is our top priority here at Smart Care. We have developed a COVID 19 Response plan to address this and will continue to respond and adjust as the situation develops. Please continue to monitor our website for the latest Smart Care COVID 19 information. www.smartcaresolutions.com/our-coronavirus-covid-19-response-plan/

Q: Does Smart Care have a pandemic response plan for its services?

A: Yes, we have provided our technicians with [specific protection plans](#) to prevent spread to our customers and protect themselves, and they have appropriate personal protective equipment (PPE). Additionally, we have given all our employees specific guidelines to protect their health and safety.

Q: What are Smart Care's procedures for modifying work activities during a pandemic?

A: We have provided all our employees with the following:

- CDC exposure prevention guidelines
- Sanitizing hand liquid and cleaning wipes with use instructions
- Documentation of implemented Field Service Technician protection procedures

Additionally, we have provided Field Service Technicians with:

- Foaming surface disinfectant and alcohol wipes (in addition to hand sanitizer and disinfecting wipes).

Smart Care has also:

- Implemented required reporting for COVID 19 positive diagnosis
- Implemented policy prohibiting employees with COVID symptoms from coming to workplace
- Eliminated all travel except business-critical operations
- Implemented required reporting of and 14-day self-quarantine following travel to or through CDC Level 3 Threat countries
- Implemented revised work from home policies to reduce employee to employee exposure
- Cancelled all District level meetings
- Cancelled Annual Corporate Meetings
- Canceled all training except customer critical training
- Cancelled attendance at all Industry and Customer shows

Q: What Personal Protection Equipment (PPE) is Smart Care providing for those working in infected sites?

A: All our technicians are equipped with safety glasses, gloves, sanitizing wipes, sanitizing spray. They were given specific [procedures to follow when working service calls](#).

Q: Will Smart Care technicians work at sites with reported COVID-19 cases?

A: Yes, we will dispatch to sites that have reported COVID-19 cases with the appropriate PPE. However, prioritizing the safety of our employees and customers, we will not mandate an employee enters a site. In those cases, we will work closely with the locations and our local District Managers to in an effort to meet customers' needs.

Q: Will you let us know if Smart Care has staff that has exposed our employees to COVID-19, whether they are diagnosed or were exposed to it?

A: Yes, the health and safety of our customers and employees is our top priority. We want to be partners in response to this pandemic and global health crisis.

Q: Does Smart Care anticipate any supply chain disruptions from the shortage of materials and supplies?

A: Not at this time, we are partnering closely with our vendors to ensure we're prepared to protect and service our customers and employees.