



**3740 N. Sillect Ave Bldg 1 Suite B  
Bakersfield, Ca. 93308  
661.327.5500**

**Dear Valued Customer,**

**Quality Team, Inc. is monitoring the COVID-19 situation very closely. The health and safety of our customers, employees, and families is of the utmost importance to us. We have a long history of delivering and supporting your medical equipment and are vigilantly focused on disaster avoidance. Fundamental to that effort is having a plan in place that addresses these types of situations.**

**Quality Team does not foresee any impact on the operations of its facilities and we expect to continue delivering the same level of service excellence to our customers. We have the following measures in place to ensure your success:**

1. We are allowing only 1 family at a time into our facility. We are taking appointments and all appointments will have a priority to walk-ins.
2. You will be asked a series of 4 questions before you come into our facility or if we are providing service in your home. If we are providing service in your home expect to be asked the questions when setting up the appointment and before we enter your home:
  - a. Does any person in the home have a fever?
  - b. Does any person in the home have a new or worsening cough?
  - c. Has any person in the home traveled outside of the country in the past 30 days?
  - d. Does any person have or been in contact with a person that has been diagnosed with the Coronavirus?
3. We will be wearing gloves even if we are handling new or clean equipment. Please be aware we are protecting you, not just ourselves. Other protective equipment will be used if we feel that it is necessary.
4. All rental equipment being picked-up from a home or facility will be sanitized at curbside and isolated before entering into our vehicles and our vehicle will be sanitized after delivering that equipment to our office for processing.
5. Every employee at Quality Team has the right to refuse to enter into any home for any reason if our employee feels a threat to their personal safety.

Preparing for the unknown is part of the fabric of Quality Team Inc. We will be monitoring the situation continuously and adjusting our plans accordingly. We appreciate your trust in us and are diligently focused on providing continuous excellent service to our patient's throughout this time of uncertainty while taking good care of our employees and their families.

**Allen Kennedy  
President/CEO**