

Deva Medical:
Update regarding
Coronavirus v1.0

18th March 2020



Coronavirus Update

As we all face some challenging times due to Coronavirus we would like to reassure you that Deva Medical will continue to provide the essential services you depend on. We have taken action to ensure that we are prepared for the impact this may have on our team, we have introduced additional measures to keep our staff and our customers safe, and we are resourced to respond to changes in requirements from our customers.

Key info that you need to know:

Getting in touch with us

- We have contingency plans in place for our office-based staff to work from home to enable continuity of access for fault reporting and scheduling appointments and repairs.
- At this time, when there will be increased demand for service support, we would encourage you to contact us via email whenever possible (service@deva-medical.com) and ensure that you provide as much detail as you can to help us deal quickly with your enquiry (eg type, serial number and location of asset, detail of service required or nature of fault, contact details for us to use).
- When we are booking our engineers to attend jobs, we will confirm with you that it is appropriate for the job to proceed, that access will be permitted, and that it will be possible for our engineers to carry out their duties safely.
- We will ask for details in advance of any current procedures for service providers to comply with whilst on site.
- If there are reasons why a job cannot proceed as planned, we will discuss this with you and reschedule to a more appropriate date.

Our engineers

We have strengthened our team of engineers in anticipation of an increase in workload and will continue to increase our resourcing levels as required to meet enhanced demand and to handle staff absences.

We have introduced the following steps for our engineers to ensure that we manage the risks associated with Coronavirus to protect them and our customers from contamination as effectively as possible.

- Consult and follow the latest NHS guidance relating to Coronavirus using this link: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- Engineers to have a complete clean set of clothes for each new day, this does not necessarily have to be Deva workwear
- Engineers are to follow Public Health England's Coronavirus (COVID-19): guidance for health professionals and other organisations (<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>) which, for the avoidance of doubt, includes the following:
 - Engineers to clean their vehicle and tools at the start and end of each day with anti-bacterial cleaner/wipes
 - Engineers to wash hands with soap and water for at least 20 seconds on arrival on site

- Engineers to wash hands with soap and water for at least 20 seconds on completion of job and before leaving the site
- Engineers to cover their mouth and nose with a clean tissue or a sleeve if they cough or sneeze, place any used tissue immediately in the bin and wash their hands with soap and water for at least 20 seconds
- Engineers to comply with any additional measures imposed by customers for safe working on customer premises

Specific Provisions for Respiratory Work

We need to take additional measures to ensure that our engineers, and the vulnerable patients whose equipment we support, remain safe. We have introduced the following steps with immediate effect:

1. When booking respiratory jobs our service coordinators will ask the following questions:
 - a. Has the patient or anyone in the household been in contact with anyone that has been told to self-isolate or has tested positive for the Covid-19 virus? If yes we will delay booking the job for a minimum of 14 days.
 - b. Is the patient or anyone in the household showing symptoms of Covid-19? If yes, we will delay booking the job for a minimum of 14 days.
 - c. Is there an area in the house where the Engineer can service the equipment at a minimum distance of 2m from any members of the household? If no, alternative arrangements for carrying out the work will be discussed.
 - d. Is there somewhere for the Engineer to wash his hands?
2. Engineers to have a complete clean set of clothes for each new day, this does not necessarily have to be Deva workwear.
3. Engineers to clean their vehicle and tools at the start and end of each day with anti-bacterial cleaner/wipes
4. Engineers to wash hands with soap and water for at least 20 seconds and dry them using a clean paper towel on arrival at the patient/customer site
5. Engineers to wash hands with soap and water for at least 20 seconds and dry them using a clean paper towel on completion of job and before leaving the patient/customer site.
6. Engineers to cover their mouth and nose with a clean tissue or a sleeve if they cough or sneeze, place any used tissue immediately in the bin and wash their hands with soap and water for at least 20 seconds and dry them using a clean paper towel.

Please ensure that these steps are followed at all times to protect yourselves and our customers.

Any questions?

If you have any questions regarding your contract, or would like to enquire about any additional services you require at this time, please get in touch and we will be happy to discuss.

Jason Betteley
Director