



COVID-19 Daniels Service to Customers

As per guidance from the CDC, WHO, EPA and OSHA, waste from COVID-19 patients is classified as regulated medical waste (RMW) and managed the same as all other RMW. Daniels Health is following this guidance in our management of COVID-19 waste and continuing to maintain our regular service to customers for the collection, transport and treatment of medical waste. Learn more on our website www.danielshealth.com/COVID-19.

For the enhanced safety of both our employees and customers we have implemented the following additional precautions and procedures:

DRIVERS

- ✓ Established routine cleaning and disinfection of vehicle driver compartment ("cab") at commencement and end of shift focusing on high touch areas (e.g. steering wheels, switches).
- ✓ Subject to the availability of surgical masks and disposable gloves, drivers are instructed to wear both items when servicing customer facilities. Gloves should be changed between each customer, and masks disposed of as required or at end of day.
- ✓ When servicing Long Term Care or Aged Care facilities, we have recommended that customers bring waste to their dock or external pickup point to prevent the need for drivers to enter the facility.

FIELD SERVICE REPRESENTATIVES

- ✓ Service will be continued as normal (with increased personal hygiene practices), unless instructed otherwise by their manager or an authority at their assigned hospital. This includes adherence to any infection control protocols or PPE requirements specific to the facility, location or isolation room they are servicing.
- ✓ Daniels Health employees are not approved to wear respirators (e.g. N95) and are instructed not to enter any isolation rooms requiring use of a respirator.
- ✓ Upon entry to each department in the facility, and prior to servicing, Field Service Representatives are required to check-in at the nurse station or with the department clinical staff to identify any rooms or areas that should not be entered.
- ✓ Appropriate hand hygiene is to be employed between units or when changing floors.

ALL DANIELS STAFF HAVE BEEN INSTRUCTED TO MAINTAIN INCREASED PERSONAL HYGIENE AS ADVISED BY THE CDC, AND ALL DANIELS FACILITIES HAVE IMPLEMENTED INCREASED ENVIRONMENTAL CLEANING AND DISINFECTION.