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# UPDATE

## EMERGENCY PROTOCOL

### SAFETY MEASURES-COVID 19

Phoenix Environmental Laboratories intends to ensure the health and safety of our employees and clients during this unprecedented time. We also intend to stay operational and be available to provide necessary laboratory analytical services.

**We believe that practicing social distancing is necessary to remain functional, both for our employees and our clients. To that end, beginning Monday, March 23, 2020, we will be restricting public access to the building from outside visitors. We are not closed, but will require the following protocol when delivering samples to the lab in person or picking up bottle orders:**

- **BEGINNING 3/23/20, SAMPLE DELIVERY HOURS ARE MONDAY-FRIDAY, 8 AM TO 6 PM.**
- All sample deliveries will be directed to our Atrium instead of our inside sample receiving area. (The glass doors at the Vernon Street Entrance).
- Once in the atrium, you will be asked to leave your cooler with your samples. (Be sure to have your cooler marked with your company name). At that time, we ask that you leave the atrium and call our front desk (**860-645-1102**) and let them know you have just dropped off samples. Your samples will then be brought inside and set up per standard procedures.
- The chain of custody will be signed "as received" and a copy will be emailed to you. (Please be sure to write your email address on the chain).
- Any bottle orders that are being picked up in person will be available in the Atrium.

*If you do not want to leave your cooler behind, we will have empty coolers set up in the Atrium for you to transfer your samples to. Upon transferring your samples, follow the procedure as shown above.*

We appreciate your cooperation in this temporary change in protocol! We are doing our part to lessen the spread of the Coronavirus, and to protect the health and safety of our employees and clients. We will get through this together!