



DVJahn

M E D I C A L S U P P L I E S

Dear Valued VA Partners,

First and foremost, I hope all of you are doing what you can to protect yourself, your family, friends, and your community. At DVJahn, we are taking precautions to protect our Veterans and staff from COVID-19.

At this time, we are not experiencing any shipping delays regardless of the size of the order, and we are still maintaining our 1 to 3 business day shipping time. In the event that one or more of our freight partners are delayed or are unable to perform, we will rely on our vast network of over 20 different LTL and freight carriers to find a suitable substitute.

Our warehouses are fully stocked and operational, with every precaution being taken to protect our staff and drivers.

Our order intake department is fully staffed and operational with immediate intake capability.

DVJahn Sales Representatives are currently reaching out to their VA Facilities to determine the best ways to assist during this process. Representatives are working at home by phone and email to continue providing excellent customer service while ensuring the health and safety of the VA staff and patients. In special cases, as requested by the VAs, representatives are available to meet in person with staff to address specific needs. Our representatives have been instructed to stay home and away from others if they have been exposed to anyone that is sick or if they are feeling sick or showing any signs of illness. Our staff is always available to meet via conference call or webinars to assist with any education or interactions that would assist the VA staff.

While the Coronavirus (COVID-19) outbreak is a rapidly changing and fluid situation from a public health perspective, we are committed to keeping you informed and to taking care of you as a valued DVJahn customer. With this in mind, the following are some of the steps that we are taking in order to insure safety for our Veterans and staff.

- We will be keeping an appropriate distance from any individuals. The CDC recommends 6 feet.
- No deliveries will be scheduled if any of our staff is feeling sick, has a fever or is showing signs of a respiratory illness.
- Wear a safety mask and rubber gloves during the entire delivery process.
- Use hand sanitizer as we exit our vehicle, so we arrive at the delivery point with hands as clean as possible.

We wish you all the best in these challenging times.

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