

Dear Valued nexAir Customer,

As a partner for your business, I wanted to ensure that you were aware of nexAir's readiness and preparation for the COVID-19 (Coronavirus) pandemic event in the United States and our response.

While nexAir has not been adversely impacted by the COVID-19 pandemic event as of now, we recognize the importance of being prepared to manage such crisis situations and are actively engaged in and fully committed to mitigating the impact of a possible COVID-19 pandemic event on nexAir's business operations. nexAir is taking the appropriate precautions to ensure that our employees and customers are prepared for this situation as necessary.

nexAir has a comprehensive Emergency and Disaster Preparedness and Response Plan in place that considers a wide range of emergency and natural disasters to address the appropriate responses to such situations. In addition, we have reviewed the contingency and business continuity plans in place with our suppliers and are aligned in this effort with them. We feel confident that with the strong resources and infrastructure nexAir has available we will be able to meet any increased demands and continue serving customers in the same manner as always. Please be advised that in emergency events, priority will be given to medical facilities; however, we will aim to maintain continuity for supply to all of our customers.

Additionally, as a supplier of medical gases, we must comply with all federal laws and guidelines for the manufacture and sale of these products. The purpose of this communication is also to provide information about our compliance policies regarding bloodborne pathogens and other potentially infectious material (OPIM), including COVID-19.

In the case of a compressed gas cylinder, cylinder cart, pressure regulator, dry ice box, or other equipment, which becomes contaminated while in use, **the hospital, clinic, EMS, laboratory, or other buyer, must decontaminate the cylinder or equipment prior to removal from your facility.** The U.S. Centers for Disease Control and Prevention (CDC) and the Compressed Gas Association (CGA) have issued guidelines for disinfecting equipment that is potentially exposed to the COVID-19 virus. Please visit the CDC website for guidelines at the following link: <https://www.cdc.gov/infectioncontrol/guidelines/disinfection/tables/table1.html> and reference the CGA guidelines attached.

To comply with this regulation and prevent potential occupational exposure, we will not transport cylinders or equipment, which we have reason to believe are contaminated with bloodborne pathogens or OPIM, including Coronavirus. If our personnel detect or reasonably suspect the presence of such material, the person in charge of the facility will be notified, and a request will be made that decontamination take place prior to returning the cylinders or equipment to our facilities.

Lastly, in order to continue to efficiently serve our customers while keeping their safety and the safety of our employees as our main priority, we are asking customers to designate a specific drop point for our drivers to load and unload cylinders to the extent possible. This will help ensure our drivers remain on schedule to make deliveries and help to reduce foot traffic within our customers' facilities and any possible unnecessary exposure at your facility. To help coordinate this effort, please reach out to Patrick Galphin at [Patrick.Galphin@nexair.com](mailto:Patrick.Galphin@nexair.com).

If you have any questions about this letter or about our products or an order, please contact your nexAir sales representative or Customer Support Center agent at 888.639.2474.

We appreciate your business and your cooperation as we work together to address the situation and ensure your business continues to be successful.

Very truly yours,



Bill Proctor  
President

## Publication P-83 Provides Guidelines for Cleaning Contaminated Medical Gas Containers

As healthcare providers around the world work to assist patients affected by the respiratory illness Coronavirus Disease 2019 (COVID-19), medical gas containers can become externally contaminated due to their use in healthcare facilities. It is important that these cylinders are cleaned in a manner that removes contaminants, does not cause damage to the cylinder, valve, or gas product, and does not lead to a hazardous situation during the use of the container's contents. It is the customer's responsibility to return to the gas supplier medical gas containers that are free from contamination.

Safety publication [CGA P-83, Guidelines for Cleaning Externally Contaminated Medical Gas Containers](#), provides guidance on the considerations required to avoid compromising the medical gas container during cleaning and disinfection procedures, including the following key points:

- Medical gas containers that are externally contaminated, including potentially by infectious pathogens, must be quarantined until they can be cleaned.
- Personnel involved in handling externally contaminated medical gas containers must receive training and instruction on safe handling, use of appropriate personal protective equipment (PPE), cleaning and disinfection procedures, segregation and hazard identification procedures, and hazardous waste regulations.
- Cleaning and disinfection procedures must be performed in designated areas with appropriate equipment and facilities using a safe and efficient waste disposal system in accordance with local regulations.
- Methods and materials used to clean and disinfect medical gas containers must be approved by the gas supplier prior to use; contact the gas supplier if there is any doubt concerning the method to be used to clean the container.
- If medical gas containers with external contamination cannot be adequately cleaned at the healthcare facility, these containers must be identified and segregated. For example, the container may be covered by a plastic bag that is labelled with the nature of the hazard and a warning notice stating that it requires cleaning. The gas supplier must also be contacted for further guidance.

Further information related to this topic may be found in the following safety publications from the Compressed Gas Association:

[CGA SA-30, Handling Cylinders After Natural Disaster Exposure](#)

[CGA SA-31, Receiving Cylinders After Natural Disaster Exposure](#)

[CGA P-44, Selection of Personal Protective Equipment](#)

[CGA G-4.1, Cleaning of Equipment for Oxygen Service](#)

[CGA V-12, Leak Detection Fluids Use with Gas Cylinder Packages](#)