Protection of our employees is of paramount importance during this pandemic. However, we also know that you must still comply with regulatory requirements. Consequently, we are making some significant modifications to our operation in order to achieve both goals. There may be some minor inconveniences on both sides; we just ask that you be patient until this crisis has subsided.

1. Our laboratory will be locked down during this period. No visitors will be permitted in the building; no exceptions.

2. Samples being dropped off at our facilities during normal business hours will need to be left at the side door. Our personnel are to be notified that the sample has arrived by pressing the door buzzer several times. They will retrieve the samples soon thereafter. (If after hours please call ahead to arrange to leave cooler outside). Chain of custody or other forms will be signed by lab personnel after they retrieve the samples and will be emailed to you. Do not attempt to greet our employees or ask that a copy of the CoC be provided then.

3. We will be practicing strict social distancing within the lab and minimizing time (if any) that high risk individuals are present at the facility. In order to achieve effective social distancing in the lab, our personnel may be working unique shifts to minimize the number of individuals in the building at any time. We are also practicing an aggressive sick leave policy, requiring any employee with any signs of fever or respiratory distress to stay home. Consequently, if you call, the person to whom you need to speak may not be in the lab at that time, or may be working from home. However, if you leave a message we will return your call as soon as possible.

4. Because we will be operating with minimal personnel in the lab at any given time, it is absolutely essential that anyone pulling stormwater samples notify the lab immediately upon collecting samples and deliver them to the lab well within sample hold time (36 h).

5. Again due to the staffing restraints, you may need to be flexible regarding scheduling of toxicity tests. We will need to spread out tests to insure an even workload so that we can conduct all clients’ tests. Also, we need to account for the possibility of a higher-than-usual absenteeism rate due to illness.

6. At this time we will still be scheduling sample pickups for those who have elected to use this service. We ask that coolers be left outside at a location at your facility where our driver can retrieve them without contacting other persons or having to enter buildings. We will contact you in this regard a week prior to pickups. Please note that our sample pick up service may need to be temporarily discontinued in the event of staffing shortages.

Please be assured that we will accommodate your toxicity testing needs during this period. All we ask for is your patience and flexibility.