

Dear Valued Customer,

We want to assure that Bernens is addressing the issue of coronavirus (COVID-19). We have made the safety and health of employees and our customers a top priority. We have put into place rigorous disinfecting procedures for all customer service areas, work stations and all high traffic areas using broad spectrum high level disinfectants.

We are adjusting our business practices daily based on the latest information and the Centers for Disease Control's recommendations as they become available. We are being extremely cautious with our employees and their health. We are monitoring illnesses within the company and are offering generous sick leave for those who are ill. Any employee who tests positive will be supported during their self-quarantine or government mandated quarantine.

It is a tough time for all of the greater Cincinnati area. We are here to serve your medical needs. We will remain open and operating for the foreseeable future. If we can help with your healthcare needs, please call us. We are willing to meet you at your vehicle with your prescription and equipment needs. Also at this time, we are still offering home delivery of all your health care needs.

Thank you for your understanding during this time of frequent changes in the healthcare field. We are here for our community. We will get through this together.

Professionally.

Ann Marie Engelhardt, RN

Holly Engelhardt, RPh

Kate Kuhlmann, RPh