



## ICSB COVID-19 Event Policies & Procedures for Safety of Clients and Staff

No clients are to be within 6 feet of vendor space without face masks, regardless if the event is indoor or outdoor. If clients are unable to wear face mask due to health issues, they must inform ICSB Staff ahead of the event; they must remain outside the 6-foot area and ICSB Staff will walk out and meet them to retrieve the stud or otherwise assist the client. Any clients with visible symptoms will NOT be allowed within the 6-foot area, even with a face mask.

No more than 1 client, or an appointment group of up to 3 individuals, allowed within the 6-foot area at once. This means a client cannot enter the 6-foot area if another client is already at the table. Only 1 client will be allowed into the collection area with the stud.

Hand sanitizer will be provided. ICSB Staff requests that all clients entering the 6-foot area immediately sanitize their hands before touching any communal surfaces.

ICSB requires all forms for the procedure to be filled out and turned in ahead of the event. This is to limit the communally touched items, and will allow ICSB Staff to prepare all necessary items for the procedure ahead of your appointment. All forms are available on [www.ik9sb.com](http://www.ik9sb.com) under the Forms tab. They can be printed, filled out, and then faxed, scanned, or emailed to ICSB. It is also possible to use a PDF filler to complete the documents on your phone or computer.

All clients who attend an appointment with ICSB at an event or in office will now be required to sign a waiver due to COVID 19.

Due to the restrictions COVID places on our business: arriving late for an appointment, last minute cancellations, or “no-shows” can have a major impact on our operation at the event. COVID also limits our ability to assist “walk-up” appointments. If for any reason you need to cancel your appointment, ICSB will require an email or text (971-313-3717) notification by 5pm of the Friday before the event. Any last minute cancellations received after that deadline or “no-shows” will be subject to a \$25 fee. If you were unable to schedule an appointment before the event and would like to request an appointment, please text your request to the ICSB Mobile Lab Phone: 971-313-3717. ICSB Staff will respond as soon as possible.

Due to the above limitations it will be very difficult for ICSB Staff to assist clients with concerns not relating to the immediate collection of studs at the event. If you have an inquiry about your account, inventory, forms, international shipping, ordering products, etc., please email those inquiries to [ik9sb@aol.com](mailto:ik9sb@aol.com) or call the office Monday through Friday at 503-663-7031. The limitations also inhibit our abilities to go over results with clients at the event. You can call our office on the following Monday to inquire about your sample, however, results will be emailed early in the week.

Orders for products must be placed and paid for ahead of the event. Clients can pick up their order at the event at an appointed pick up time. If you were unable to place an order before the event, you can text your order to 971-313-3717, the ICSB Mobile Lab Phone. This is a message only phone, and your message will be responded to as soon as possible. Please note that ICSB is able to bring only a limited number of products and may not be able to fill your order at the event. If this is the case, they will provide you with estimates for the cost of shipping the following Monday.

ICSB reserves the right to maintain, remove, update, and/or change these requirements outside of any direction from governing bodies. ICSB will base these decisions solely on the safety of its clients and staff. ICSB reserves the right to refuse service to any client who refuses to comply with these requirements.

ICSB understands these new policies may cause inconveniences. ICSB appreciates your patience, understanding, and compliance with these policies to help ensure ICSB can continue to provide its services safely.