

## NATIONAL SEATING & MOBILITY INITIATES COVID-19 PROTOCOLS TO PROTECT, ENSURE CONTINUITY OF CLIENT SERVICES

NASHVILLE, Tenn. (March 17, 2020) —National Seating & Mobility (NSM), the leading provider of mobility and accessibility solutions in North America, has enacted extensive plans in response to the evolving COVID-19 (coronavirus 2019) pandemic. New procedures, guided by the NSM Disaster Preparedness Task Force, will be integrated companywide to mitigate exposure risk and support alternative service delivery options for clients during this time.

“We recognized the impact this pandemic would have on our clients and activated a COVID-19 task force in response,” said Bill Mixon, CEO. “Our clients need continuity of care during this unprecedented situation, and that includes uninterrupted access to assistive technology providers, mobility equipment and repair services.”

In addition to daily compliance with rigorous infection control policies necessary for the company’s accreditation from The Joint Commission, NSM has taken additional measures to further mitigate risk and protect staff and clients. New screening procedures have also been implemented in advance of all personal client interactions and a visitor restriction policy has been activated in branches, limiting facility access only to clients and those who support them.

NSM is working with referral sources to extend a variety of alternative appointment options for client, including the use of telehealth where compliant and appropriate. A COVID-19 resource center has been created for employees, providing information and updates related to the virus, and a hotline has been activated for employees with COVID-19 questions.

“We continue to monitor and make decisions based on the guidelines set forth by the government, the Centers for Disease Control and Prevention (CDC) and health officials,” said Mixon. “We will also continue to be guided by our mission and core values as we strive to make decisions that balance the safety of our associates with our commitments to serve our clients.”

### **About National Seating & Mobility**

National Seating & Mobility is North America’s premier provider of customized mobility, home and vehicle accessibility, and full-service equipment maintenance and repair solutions supporting independence for individuals with mobility challenges. Founded in 1992, the company has grown from five locations providing complex rehabilitation therapy to a comprehensive network of mobility and accessibility experts partnering with physicians, therapists and clients across the U.S. and Canada. National Seating & Mobility is the only national mobility solutions provider accredited by The Joint Commission for demonstrating quality and safe care. The Joint Commission accredits and certifies more than 21,000 health care organizations and programs in the United States. For more information about National Seating & Mobility visit [nsm-seating.com](http://nsm-seating.com)

For more information:

Angie VanTassell

[angie@aldaypr.com](mailto:angie@aldaypr.com)

o. 615.791.1535, c. 615.428.7197

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