



## COVID-19 READINESS

WE'RE ON IT

As our community continues to feel the impact of the COVID-19 outbreak, we want you to know that we are actively monitoring the situation to keep our office open and continue services. Your health is more vital now than ever, and we are ready to serve you, your family, and your home. We are taking extra safety precautions, following guidelines from the CDC and public health and government agencies to keep our customers and employees safe.

Here are the steps we're taking:

- Ensuring that our technicians and other staff are minimizing physical contact with customers and with each other (not shaking hands nor staying within 6 feet of each other)
- Items that are transported from our office to our customers' homes are handled with protective gloves and sanitized
- Enhancing our cleanliness and sanitary standards by supplying additional disinfectant wipes and hand sanitizer for our employees to use regularly
- Requiring all technicians and staff to disinfect items and surfaces that they use regularly
- All employees understand that if they aren't feeling well, especially if they show signs of respiratory illness, they are to seek medical advice and remain home from work until cleared by their doctor to return
- Allowing employees to work remotely and conducting staff meetings and trainings via phone or video conferencing. The health and safety of our community is our number one priority, and we thank you for your patience as we continue to closely track developments and determine how best to serve you.

Very Truly Yours,

Alan Tinker

Owner