

## COVID-19 PROTOCOLS

The safety of our employees and customers is paramount. In order to protect everyone, we will be implementing the following protocols.

All Technicians will sanitize hands between each appointment.

All Technicians will be supplied with disposable gloves, shoe covers and non-surgical masks. To be worn on all calls in occupied buildings.

### Before entry into any customer's Home/Business

Technicians will sanitize hands, and put on a non-surgical mask, gloves, and shoe covers.

Customers will be asked a series of safety questions:

1. Has anyone travelled outside the Province recently?
2. Has anyone had contact with someone who has travelled outside the Province?
3. Has anyone shown symptoms of illness?

If any of these questions were answered with "Yes", the Technicians will **NOT** proceed with the call.

Customers will be referred to the office to reschedule when it is safe.

### Upon Entry of customer's Home/Business

Social distancing will be encouraged.

Customers are asked to stay out of the room the Technician is working in.

### Upon Completion

Technician will remove all materials and tools brought into the building and clean the work area.

Our billing system is paperless, to limit the amount of contact to complete the call.

If you have a special request, please let us know. We will do our best to accommodate.