

3/23/20

**DUE TO THE COVID 19 VIRUS OUR OFFICE IS CURRENTLY CLOSED TO THE PUBLIC. IF YOU ARE IN NEED OF A REPLACEMENT FILTER, PLEASE KNOCK ON THE DOOR DURING BUSINESS HOURS AND WE WILL HELP YOU, OR CALL THE OFFICE AT 419-740-2003 AND ARRANGEMENTS WILL BE MADE FOR PICK UP.**

## **SORRY FOR ANY INCOVIENCE MANAGEMENT**

Calverley team,

Calverley Heating & Cooling, Inc. is concerned for the safety of you and your family. We are following the development of the emerging coronavirus (COVID-19) closely, and in the interest of ensuring a safe and healthy work environment, we wanted to keep you posted on the actions that we are taking to keep you and our employees safe.

Prior to coming to work each day, we are asking our employees to take a personal health self-assessment, which includes questions including:

Do any of the following currently apply to you?

- Fever (greater than 37.3°C/99.1°F)
- Respiratory symptoms, dry cough or shortness of breath, headache, muscle aches and pains, chills, sore throat or other unexplained severe illness accompanied by a fever
- Possible contact (within 3 feet/1 meter) of symptomatic individuals or those who have come in contact with the virus

If our employees answer yes to any of the above, they are being asked to self-quarantine for 14 days, and they cannot return to work until the risk has passed.

Likewise, we ask you to let us know if any of the above apply to you, and we can assess how we can serve you, keeping in mind everyone's safety and health.

Your Health and Safety is our Top Priority. For this reason Calverley Heating & Cooling, Inc. has also implemented new protocols for our field personnel, including:

- Practice social distancing while in the home on sales consultations and during repairs or new installations. While we value face-to-face conversations about your HVAC system, your dealer/contractor will follow-up once service or installation is complete by phone, rather than in

your home, if you prefer

- Additional cleaning measure for our contractors such as frequent hand washing, disinfecting of service vehicles, and hand sanitizer in our vehicles

We thank you for your business and appreciate your flexibility as we navigate this unprecedented time while keeping you and our employees safe and healthy.

Regards,  
Calverley Heating & Cooling, Inc.