



Celebrating 60 Years of Excellence!

May 1st, 2020

## Idaho Rebounds, Phase 1 updates from A-1 Heating & Air Conditioning

### **A-1 will continue taking the same steps as we have over the last few weeks to protect employees and our customers:**

Talking to customers when they schedule to let them know that we need them to be healthy for us to come into a home

Texting or emailing the day before to ask again

Having all team members stay home with pay if they are sick with COVID19 symptoms

Making sure we have face masks, gloves, hand sanitizer and disinfectant cloths.

Offering a NO Contact service in our service department

Asking EVERY customer if they would like us to wear face masks as we spend time in their homes/business

Dispatching all Service Techs from home

Dispatching all Apprentices to their jobs so they do not share a company vehicle

Sectioning off Installation area with 6' of distancing between Installers preparing for the morning

### **Here are the steps employees will continue to do:**

Social Distancing of a minimum of 6'

Wear a face mask when out in public places as needed

Wash hands with soap and water often

Use hand Sanitizer when available

If an employee has visitors from out of state they will need to self isolate for 14 days

If they are not feeling well, they will need to stay home

Having them stay home until they have been symptom free for 48 hours

Let management know if they or anyone living with them have any flu like symptoms (CDC has added a few symptoms to the list):

- Cough
- Fever
- Shortness of breath
- Major fatigue
- Sore throat
- Aches and pain (as in flu like symptoms)
- Loss of smell or taste

