

DryBasements.com Ltd. and COVID-19

With so much of the world adapting operations to slow the spread of this pandemic, we wanted to share with you our policies and procedure to help protect your health and that of our workers.

We take our responsibility very seriously. Short of closing down and putting many families out of work, we have opted to implement the following procedures:

Office

1. Our office will maintain its current hours of operation. However, we will not be able to allow clients into the office until this public health emergency has passed.
2. If you are dropping off or picking up paperwork, please ring the bell and use the slot at the bottom of the entrance door.
3. When you call us for a "Free Estimate", you will be asked a series of questions about the state of your health, recent travel and those you may have come into contact with. If there are any changes to the this prior to your appointment, please notify us immediately.

Estimators

1. Your Estimator will arrive wearing PPE consisting of an N95 mask, safety glasses and disposable gloves. He will also be equipped with hand sanitizer. Your written estimate, including other documents you will receive, will not be handled without sanitized hands and/or disposable gloves.
2. Preprinted forms prepared here in our office will be handled in the same manner prior to your receiving them.
3. As of the time of writing, there are no cases of transmission of COVID-19 through paper documents and there are no precautionary procedures yet recommended. We have chosen to implement these precautions for everyone's safety, even if it ends up being unnecessary or unwarranted.

Repairs Crew

1. Upon arriving at your home, The Team Leader will come and introduce himself. He too will be wearing PPE in the form an N95 mask, safety glasses and disposable gloves. The team leader will give you an envelope with an evaluation form inside. It will be handled in the same manner as noted above.
2. If we are working inside your home, the crew will sanitize door handles and contact surfaces with a bleach solution before beginning work, unless you tell them that you have just done it before they arrived. This will need to be done at the start each day if your repair is a multi-day project.
3. At the conclusion of each day, the crew will again wipe down all contact surfaces.
4. If you need to communicate with the crew during the day:

- a. Call the crew from a distance or by using the phone number listed on the evaluation form. They will then put on their PPE before speaking with you.
 - b. Please avoid direct contact and maintain a minimum safe distance of at least 3'.
5. If a member of the crew needs to use your bathroom, they will ask permission first and have their own toilet paper, soap and hand towels. They will wipe down any hard surfaces they came into contact with, using a mild bleach solution unless instructed otherwise by you.

We thank you for your understanding. This is a rapidly changing situation and we will continue to monitor and adapt as necessary.