

A COVID-19 UPDATE FROM HOME REMODELING PROS OF CENTRAL PA

Before you roll your eyes and think to yourself “Not another company telling us what it’s doing during the pandemic,” you’ll want to read this email! Unlike most businesses that have a superficial relationship with their customers, as a full-service remodeling company, we develop a personal relationship with every client as we spend hours in and around your home, working with you to realize the vision for your perfect kitchen, bathroom, basement, or other project. As a result, it’s essential that we keep you informed about the measures that we’ll be taking to ensure that you, your family, and our team all remain safe.

If your project is an exterior project, it’s unlikely that we will need to enter your home at all, and in the cases where we do, interior access (such as into the attic) can be accomplished without passing through the living space of your home. For those exterior projects that do require it, and for our interior projects, we have implemented the following policies:

REQUIRING ISOLATION: None of our employees have travelled internationally in the last 30 days; however, any employee who travels out of the country or uses mass transit to travel within the United States will be required to isolate for two full weeks before returning to a work site. Additionally, all company travel has been canceled.

OCCUPATIONAL EXPOSURE: We have created meaningful social distance requirements within our organization. The staff that can work remotely will continue to do so for the immediate future, and staff that must come into the office are prohibited from gathering in groups or moving between offices. Any activity, meeting, or conversation that can be done online is being held online.

PAID LEAVE POLICY: If any employee, or any member of an employee’s household is feeling under the weather or experiencing any flu-like symptoms, that employee is asked to stay home and their time off will be compensated. Home Pros does not want to force any employee to feel like they need to choose between isolation and providing for their families.

INDUSTRY-LEADING HYGIENE PLAN: Equipped with disinfectant sprays to regularly clean tools and surface areas on worksites, our staff will also limit exposure to customers by staying at least six feet away and foregoing handshakes and high fives with friendly waves from a distance. Each work area will be thoroughly cleaned and disinfected at the end of every day as well.

LIMITED IN-HOME MOVEMENT: Employees will enter as little of your home as possible. At your request, we are happy to move any need to use the bathroom facilities to an offsite location if you prefer. When entering your home, employees will wear disposal shoe covers and thoroughly clean hands before entering.

HYGIENE TRAINING: Every employee is being trained on the CDC guidelines for reducing the transmission of disease, including frequent hand washing. Failure to follow these guidelines is grounds for employee termination.

This is a unique and concerning time for all of us. We all have families, and we want to protect them and keep them safe while also providing for them. Our guiding principle has always been to treat each customer’s home as if it were our own, and these steps are just the beginning of our commitment to keep your home clean, safe, and beautiful as we bring your renovation dream to fruition. And, as we also want to remain safe and healthy, if you or a member of your household is experiencing flu-like symptoms, please let us know immediately so we can work with you to take protective measures for our staff while still keeping on schedule.

Is there anything else we can do to enhance your comfort or feeling of safety? Please let us know. This is new ground for everyone, and we are happy to accommodate any reasonable request. Life must go on, but let’s work together to make it a safe and long life!

Thank you, and all of us here at Home Pros look forward to working with you on your next project!

Best,

Craig Leary