

# How We Handle Corona Virus

**\*\*Updated 3/17/2020\*\***

Stories and statistics about the Coronavirus are on constant loops on every national and international news station. Because of this, we think it is important to address your fears and explain the precautions we are taking as a company. Although we have not experienced a health crisis like this in decades, we are staying informed and careful. As a company, we want our customers to feel confident in us. This goes for both the quality of our garage door repair and installation services and the protective measures we take as a company.

To keep both our employees and our customers safe and healthy, we are practicing caution with sickness and the spread of germs. In effect immediately, our in-office cleaning protocols have increased so that every surface has to be wiped down daily with a strong disinfectant. Additionally, our employees have to report if they have been in contact with anyone diagnosed with the Coronavirus. Each of these steps will prevent the virus from entering our office space and thus keep it from spreading to your home.

## Our In-Home Precautions

Beyond in-office steps, we have also informed our technicians about new requirements for in-home repairs and installations. Below, we have outlined these steps for you:

- Call/Text homeowner on way, and again upon arrival so the door can be opened without being face to face with the homeowner
- Ask homeowner to stay inside while technician diagnoses the problem and performs work.
- Call/Text homeowner with findings and or pictures prior to commencing any work.
- Once homeowner has approved work to be done, complete the work.
- Do not shake hands with customers (No touching)
- Avoid going inside customer homes (if possible). IF you have to enter the home, wear disposable gloves.
- Do not touch anything in the home or garage including doorknobs
- Disinfect wall control, keypad and remotes when finished with work
- Wipe down work vehicle interior and tools daily
- Wash hands frequently
- Do not accept drinks or food from customers
- Report immediately if you come in contact with someone diagnosed with Coronavirus
- Call prior to reporting for work if showing any signs of sickness

Feel free to **contact us** if you have any questions about our safety measures. Also, question your technician on-site if you have any reservations. Raynor Garage Doors of Kansas City is here to help you feel secure in your home and confident in the services we will provide for your garage door needs.