



## FSH COVID-19 CUSTOMER SAFETY

---

At Four Seasons Heating, Inc. The health and safety of our customers and employees is our top priority. Please take a moment to read through the things we are doing to keep you and our staff safe.

1. We are following daily updates and recommendations from Federal, State and Local Health organizations.
2. We provide our staff with necessary sanitizing equipment to ensure your safety and theirs.

### **THINGS WE ARE DOING TO KEEP YOU SAFE:**

*All employees are required to:*

1. Daily monitor their temperatures and will not enter your home if they are sick or are experiencing any COVID-19 related symptoms.
2. Frequently fill out health questionnaires regarding COVID-19 symptoms.
3. Participate in training as it relates to current COVID-19 information as issued by Federal, State and Local Health organizations.
4. Wear shoe coverings and masks while in your home.
5. Wear gloves when working on equipment in your home.
6. Thoroughly sanitize any equipment that will be utilized while working in your home.
7. Frequently sanitize the interior of their vehicle.
8. Maintain social distancing measures of 6 feet as much as possible.

### **THINGS YOU CAN DO TO KEEP US SAFE:**

1. When booking an appointment, a member of our Dispatch team will ask you a few questions regarding your household's wellness, please answer these questions as honestly as possible.
2. If after you have booked an appointment with our team if wellness conditions have changed in your home please call us to let us know so that we can reschedule your appointment at a more appropriate time for you and our technicians.
3. On the day of your appointment a technician will call you prior to their arrival. At that time, our service technician will ask a few questions again regarding your household's wellness. If anything has changed our technician will cancel your appointment and notify our Dispatch team who will reach out to you reschedule your appointment.
4. Be patient when booking an appointment. We are doing our best to fill all request but please understand with limited staff and resources wait times for appointment can be a bit longer than usual.