



counter solutions®
by lumbermen's

Jobsite Protocols for COVID-19

These best practices are currently in place to ensure the safety of our customers and employees. Please familiarize yourself with these items prior to your appointment:

- **Pre-Screening:** Our customer service team will be calling prior to your appointment to ask several screening questions—ensuring that the jobsite will be safe and that nobody has exhibited symptoms or been exposed to someone with symptoms. If you have any questions, please feel free to ask!
- **Prepare the jobsite:** Please make sure there is a clear path to the necessary areas of the jobsite and remove any unnecessary objects. Prior to installation, please clear out any open cabinets and remove the top drawers. Please sanitize all surfaces the workers may have to contact prior to the appointment. At the end of the appointment, we will sanitize any surfaces we have contacted before we leave.
- **Arrival:** The technician will call upon their arrival to the jobsite and discuss their entrance to the jobsite. Our technicians will be wearing masks while on site.
- **Practice social distancing:** Maintain at least a six-foot distance from the technicians at all times. If the technicians have any questions, they will work to communicate with you from at least six feet away. Otherwise, we ask that all people present on the jobsite remain in a different room (or leave the jobsite if possible).
- **Other Trades:** Please do not schedule other trades or workers to be on site during your countertop appointment. Limiting the number of people on site improves the safety for all.

If our installers have concerns while at the job site, we have asked them to return to their vehicle and contact the office so we can work with you to provide the best and safest environment for everyone.

In addition to these jobsite specific protocols, we have put into place further measures as recommended by the CDC to protect our employees and customers, including:

- Making sure employees with any symptoms or exposure stay home
- Following CDC guidance for health and hygiene
- Increased cleaning of our facilities, tools, and vehicles and limiting contact between employees at our facilities.

Thank you for your understanding and working with us to complete your appointment! Please call 616-261-3239 with any concerns or questions.

