

## COVID-19 and Buckeye Plumbing, Inc.

Dear Customers and Friends,

We hope you are doing well and are safe and healthy surrounding the recent spread of COVID-19. Buckeye Plumbing is considered an Essential Business and has been providing plumbing service for its customers since 1983. We continue to operate to meet the needs of our customers while also supporting the safety of our employees and the community while following CDC and local guidelines. Our operations have continued as we adjust to the day-to-day changes in the current environment.

In order to support and promote our commitment to the health and safety of our customers, staff, and vendors, we ask you to review the following changes that we have were implemented. We will be diligent in requiring our staff and customers to comply and support these changes as noted below:

### **What to expect when scheduling a call for service support:**

Our inside staff will ask you important questions when we book your call. For example, "Are you or any member of the household sick, been exposed to, self-quarantined, traveled, tested, or plan to be tested for the Covid-19 virus?"

You will also be asked the same question again at time of dispatch. Your honesty is important to the well-being of our staff and the community.

If there is a risk of a customer being ill, we will inform the technician so he can make an informed choice and be prepared.

### **While we are working at your location:**

If the technician arrives at your job and the conditions are not as the information provided when you booked your call, we have asked our technician to leave the premises and we will support his decision to leave. We will attempt to schedule another technician.

Our technicians are equipped with gloves and face masks. If you find when your technician arrives and is not wearing one, please ask him to do so.

Do not be offended when our technician is wearing gloves and does not shake your hand.

Please maintain a safe social distance of at least 6 feet. This is essential. If you do not, our technician will ask you to please maintain that distance. If you are unable to do so, the technician will have to leave your job. We will not reschedule.

Please use your own pen when signing paperwork.

### **For our Customers:**

Buckeye Plumbing has conducted discussions, presentations, emails, and 1:1 conversation with all employees regarding the necessity of using protective equipment and informing us regarding their current health, travel, as well as any changes in their health status going forward.

Although no one can guarantee at this point that we are not affected, we continue to do what we can, while securing as many supplies as we can, to keep our customers and our staff safe and healthy.

We ask that our customers please be patient with our office staff and our technicians. This is not an easy time for you or our technicians. They are taking care of you by choice because it's necessary. Please remember they are returning to our office and staff and then going home to their families after they have been at your location.

As always, please do not hesitate to contact us if you have questions. We are here to continue to serve our customers and we will get through this together.

Thank you and please stay healthy and safe. Remember to wash your hands often and thoroughly.

Kevin Gillum, President  
Buckeye Plumbing  
Taking care of Palm Beach County since 1983

#essentialbusiness #socialdistance #washyourhands #plumbingprofessionals #covid19 #health #safety  
#customers