

Arcadia Gardens, LLC's COVID-19 Policy



In light of the current coronavirus (COVID-19) pandemic, we recognize that this is a challenging time for everyone. As such we remain deeply committed to the safety of our staff, customers, and vendors.

While we plan to run a normal business schedule and remain open, we continue to monitor the latest developments and follow all appropriate recommendations from health authorities.

Arcadia Gardens, LLC is already taking the following precautionary measures to maintain the health and safety of our employees, clients and vendors:

- Any staff that has any symptoms or a compromised immune system is being asked to stay home and if any staff member were to be discovered to have been exposed to the COVID-19 virus they would not allowed to come to work. To date we do not know of any staff member who has the virus or has been exposed to it.
- We are asking all customers to please refrain from visiting our office until further notice. Our team is ready and able to assist you with any questions or needs you may have electronically or by phone. Contracts can be mailed or emailed. Payments can be made by mail or credit card.
- In-person meetings with clients WILL continue to be scheduled. However, our staff will refrain from shaking hands or making any close contact. If anyone in the client household is ill, the meeting will need to be rescheduled. We will also offer phone and web conference consultations whenever possible.
- Crews will continue to physically service and work on your property. Our staff have been instructed to maintain proper social distancing from clients and each other as much as possible.
- All un-necessary stops by staff members during the workday are strictly forbidden. Crews go straight from their office/shop location to the job site – no stops.
- We have equipped our entire facility and each work vehicle with hand sanitizer, sanitizing cleaner and have instructed staff on cleaning frequently touched surfaces in the office and in our vehicles. Additionally, all vehicles will be sanitized each day after use.
- Our crews are being scheduled to stay together (not switching crew members to different crews) to minimize any potential exposure to many team members if one crew member was exposed.
- Our crews have been scheduled to come in at staggered times so that there is minimal to no contact with other team members on different crews.
- We are encouraging our staff members (weather permitting) to eat lunch outside the vehicles and not in confined spaces.
- Crew members are instructed to not come in close proximity with any client, client family member or their staff at any time.