

## **COVID-19 Statement**

We will continue to closely monitor ongoing developments and will adjust our actions according to CDC and the State of Illinois guidelines. We will also learn and adapt our plans and actions based on new ideas, customer feedback and other developments.

We remain committed to providing the utmost service that our customers have come to expect from us, despite a modified method of interaction with customers.

We will be “social distancing” and requiring masks for the safety of all of our clients.

Thank you for your continued trust in our company and allowing us to be your wellness consultant.

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The safety and well-being of our customers and employees is a top priority at (business name).

We want to take a moment to share how we are addressing the concerns of COVID-19 now that our business is open.

You can visit our store with confidence in knowing we are taking additional measures to provide for the safety of our customers and staff.

We are increasing sanitation and disinfecting routines with extra focus on high-touch and high-traffic areas. We are following the customer limit as directed by the State of Illinois.

We know this is a difficult situation, but we want to reassure you that we're putting your health, safety and well-being first.

Thank you for being a customer of \_\_\_\_\_. Please reach out to us should you have any additional questions or concerns.

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Our number one priority is the health and safety of our employees, partners and customers. Our business is 100 percent operational and we have prepared an operational plan to ensure we can maintain our service level, while ensuring the health and safety of all that interact with our business.

We closely monitor any developments regarding Covid 19 safety measures and will implement updates as needed.

Below is an overview of the safety precautions we have implemented to protect you the customers as well as our employees moving forward.

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## Our Commitment to Cleanliness

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our customers and employees. On a daily basis, the management team is vigorously working to ensure that we meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, with a focus on hand-washing hygiene, cleaning product specifications in our store,

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## Employee Health, Safety and Knowledge

Here are some of the ways our staff is practicing safe

**Hand Hygiene:** Proper and frequent hand-washing is vital to help combat the spread of viruses.

**Ongoing Training:** In addition to our regular training, we are completing enhanced COVID-19 awareness training as a team.

**Potential Exposure:** Employees who exhibit COVID-19 symptoms, those who live with someone exhibiting symptoms, or anyone who has been exposed to the virus are mandated to not come to work.

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## Cleaning Products and Protocols

We utilize cleaning products and protocols which are effective against viruses. We've reinforced our existing showroom (store) cleaning procedures with team members and are focusing on:

**High-Touch Items:** We've increased the frequency of cleaning and disinfecting in high-touch items, with focus on product sections including product boards and samples as well as checkout areas.

**Public Spaces:** We've increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk and door handles.

**Back Office:** In the spaces where employees work "behind the scenes," we are increasing the frequency of cleaning and focusing on high-touch areas like staff entrances, offices, conference rooms and kitchen areas.

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## Some other options

It will be mandatory that customers and staff wear a facemask at all times inside the store. Bring your own or be prepared to purchase one from us at the door.

Temperatures of staff will be taken at the beginning of each shift.

Hand sanitizer will be available for use.

Credit or debit cards will be accepted, no cash.

We will be reminding customers to maintain a safe distance of 6 feet apart.

High trafficked areas in-store including surfaces, handles, and credit card machines will be cleaned and sanitized multiple times per day for your safety.