



March 15, 2020  
(Updated April 2, 2020)

Re: COVID-19 Response and Preparations

To Whom It May Concern:

First off, I'd like to let you know that none of our employees have been travelling outside Canada in the past month, and no one is showing any signs of exposure or symptoms of COVID-19.

As you know, our business is slightly different than many seen on news channels and in newsfeeds – we work inside people's homes every day. When we aren't working in them, we are visiting them as potential new customers. Common sense and general cleanliness can go a long way to reducing the chances of any illness spreading, not just the new COVID-19. One of our core values is "Start Clean, Work Clean, Finish Clean", so general cleanliness is built into the way we normally operate.

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Here is what we are putting in place effective immediately:

1. All employees or subcontractors that have travelled outside of Canada will not visit customer homes or be in our office for a minimum of 14-days of their return
2. All employees will wash their hands and/or use hand-sanitizer when moving between clients homes, and after visiting any suppliers (wholesaler or retail); in addition to the normal process of after eating and using the bathroom
3. High contact areas of our vehicles and tools (door handles, steering wheel, tool handles, etc.) will be cleaned and sanitized regularly, and especially when moving from work site to another. This includes electronics like phones, radios, etc.
4. High contact areas and bathrooms within our office/showroom will be cleaned and sanitized daily
5. Any employee that develops a fever or other symptoms associated to a communicable disease will not come to work until they have been cleared by a health professional, or followed a protocol to ensure they are not contagious
6. We will be confirming with potential new customers that no one in their household is showing symptoms, or is self-isolating, before anyone visits to do an in-home appointment
7. If you are a customer or subcontractor, please notify us immediately if you or anyone in your household develops a fever or other symptoms so we may reschedule work until you are healthy. Please do not visit our office during this time.

If any of the above circumstances or protocols cause delays to your project, we will issue a date-change order to you with a new expected finish date. Also, if any of our suppliers have issues with supplying product due to a breakdown in

their supply chain we will work with you to choose an alternative product, or delaying your project until the supply chain catches up. As this is a constantly changing situation, we ask for your patience and understanding as we work through everything. We will communicate with you regularly as we move forward, and we determine how our business and our trade partners businesses are affected, and in turn might affect you.

In the meantime we encourage you to stay aware of the developing situation, and accept guidance from our local health authorities as it becomes available – they are most knowledgeable and the ones we should be looking to for the most current and relevant information. Find the latest information here:  
<https://www.albertahealthservices.ca/topics/Page16944.aspx>

Thank you for your patience and understanding,

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Sincerely,

Neville Ward  
*Owner*