



FOR IMMEDIATE RELEASE:

COVID-19 UPDATE

Due to the recent rise in COVID-19 cases, we want to assure you that **Coutu Bros. Moving & Storage** has taken precautionary measures to ensure the health and safety of both our staff and customers. We have devised a system to implement the proper practices and guidelines for sanitation, cleanliness, and precaution as we do our part to ***“Take the Stress out of Moving”***.

Coutu Bros. Moving & Storage has implemented the following procedures as of **Monday, March 16th, 2020:**

- **VIRTUAL VIDEO ESTIMATES:** We are switching from free in-home estimates to virtual video estimates (via Facetime or Skype) to limit the risk of social interaction. All prospective customers who request a traditional in-home estimate will be offered the alternative virtual video estimate, or the customer may perform a self-inventory list.
- **PRE-MOVE CUSTOMER WELLNESS CHECK:** Our scheduling team will contact customers in advance of our arrival to inquire if the customers feels ill, or suspects that they have had contact with any person that may have been exposed to infection. Moving services can be cancelled or rescheduled to mitigate the risk and ensure the safety of our staff and clients.
- **PRE-MOVE TEAM MEMBERS WELLNESS CHECK:** We have posted signs and symptoms of COVID-19 throughout our offices to better inform and provide awareness to our staff and team members. Any team member who feels uncomfortable coming into the office, feels ill, or suspects that they have had contact with any person that may have been exposed to infection, has been advised to stay home and utilize their sick time.
- **INCREASED CLEANING:** We are refocusing and increasing cleaning duties at our office locations and in the interior cab of all moving trucks. All moving trucks and offices will be equipped with disinfectant wipes or spray. We are focusing our increased cleaning on frequently touched surfaces and all common areas.
- **USE OF EXAMINATION GLOVES:** All crew members have been instructed to wear 9 mil thick examination gloves while performing moving services as an additional hygiene measure and self-protection. All gloves will be discarded after each move.
- **SOCIAL DISTANCING:** Upon arrival to the customers home, our staff will be practicing 6-foot social distancing between staff and clients. Due to the current situation, we have decided to step away from the traditional introductory handshake until further notice.