

## **Janitorial Services 03.24.20**

### **Conference Call**

Good Afternoon!

In lieu of a conference call this afternoon, I wanted to instead provide some thoughts (with respect to the Coronavirus) in writing, for your consideration. This COVID-19 Pandemic is a challenge for all of us. But what I'd like to do is try to place some information in front of you to help us all put things in perspective.

The Coronavirus, much like the common cold or the flu - is transferred (primarily) through interaction with others and/or droplets of the virus that remain on surfaces.

#### **That is why our best defense is:**

- Wash your Hands
- Don't Touch your Face
- Disinfect Surfaces with Lysol or Clorox Disinfectants (at home), Oxivir TB Disinfectant (or a similar disinfectant) at work
- Practice Social Distancing\*

\*Viruses are transferred through people coughing, sneezing, etc. - which is why the basic guidelines of social distancing, washing your hands, not touching your face and disinfecting surfaces are so important.

While the effects of the Coronavirus are obviously unique and much worse than a cold or flu, we can prevent it in the same way. With that said, think about how many people are with you when you go to work at night - few, if any. To put this in perspective, how many people are at the grocery store when you stop by for milk and eggs? You are safe so long as you wear gloves, wash your hands (gloves), don't touch your face and properly disinfect surfaces.

In speaking to several facility managers, nurses and health care clinic and practice managers - the policy for handling things in this "Coronavirus" environment is the same as during the cold and flu season: we follow standard procedures and guidelines that are already in place.

The bottom line is that as long as we are following ordinary policies and procedures, we can be as confident as we are during cold and flu season. In no means am I minimizing the concerns with Coronavirus, I'm simply reminding and encouraging you to follow the guidelines set forth

(hand washing, don't touch face, disinfect surfaces, etc.) and the procedures that you have been trained with.

It is important that we stay calm, keep a level head and think carefully, responsibly and know all the facts so that we can all keep things in perspective. While we will always put the health and safety of our people first, I think it is also important for me to provide you with factual information so that we don't panic and make serious decisions uninformed.

**Yes, you are out there on the front lines and we are thankful for your service.** Our customers are pleased with our response and they appreciate your dedication to keeping the services moving forward in a proper manner.

With that said, please be sure to visit our employee page on the website - here is the link:  
<https://www.refreshmyfacility.com/employee-info/>

Please note that we now have a feedback form on the site. Please take a moment and provide us with some feedback so that we can better assist and serve you.

I honestly feel as though we are close to the peak of this Pandemic and I feel as though things are going to begin calming down soon. We may see additional high numbers for a few more days, but remember - we are doing massive amounts of testing this week as opposed to last week. We'll continue to see escalating numbers, then they will calm down and begin coming down. I believe that things will begin to return to normal within a couple of weeks.

We appreciate you and thank each of you for your service. If you have questions or concerns please text the office and we will address them. Please follow the guidelines and carry the text/document regarding authorization to work that we provided to you yesterday. We are an essential service and we are proud of each of you.

**Our thoughts and prayers are with you all.**

Thank you,

Jack & Victoria