



**PINE GLEN
Homes Inc.**

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March 17, 2020

COVID-19 (Coronavirus)

Letter to Clients/Customers

To our valued Clients,

With growing concerns around COVID-19, we feel that we have an obligation to ensure the health, safety and well-being of our employees, clients and trades. Following the recommendations of Canadian Public Health Authorities we will be implementing the following measures to ensure our office and sites are a safe work environment, for the safety of our clients, trades and our staff:

Pine Glen is closely monitoring the risks associated with COVID-19 (coronavirus), and we are taking the responsible and necessary precautionary measures to protect the health and well-being of our employees, customers and trades.

We are continuing to closely monitor and gather data on this rapidly changing situation from official sources

WHAT PINE GLEN IS DOING TO PROTECT ITS CLIENTS:

Our staff have already started to follow several precautions and we encourage you to as well:

- Washing our hands frequently
- Covering coughs or sneezes
- Refrain from touching our faces
- Frequently cleaning and disinfecting shared surfaces and objects.

Our employees have been instructed to stay home if they are feeling unwell. We have also allowed the opportunity for office employees to work from home, when possible.

Social distancing protocols will be implemented in the office and on site by our staff.

All non-scheduled visits to our office by clients have been suspended.

Site interactions will be limited, we will be respecting all various protocols in place such as social distancing, notifying others if observing symptoms, etc. and must be followed. We are encouraging to use technology as alternative communication such as photo records, email correspondence and if needed video conferencing.





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WHAT PINE GLEN IS ASKING FROM OUR CLIENTS TO PROTECT OUR STAFF:

Based on the recommendation set forth from the Canadian Public Health Authorities, and for the health and safety of our customers, employees, and trades, we are asking all homeowners who have a scheduled visit to the office and/or a scheduled house visit, please ask yourself the following three questions prior to confirming an appointment;

1. Have you, or any member of your household experienced any cold or flu-like symptoms including fever, cough, or difficulty breathing within the past 14 days?
2. Have you, or any member of your household been diagnosed; or been in contact with someone who has been diagnosed with COVID-19 within the past 14 days?
3. Have you, or any member of your household travelled outside of Canada in the past 14 days?

If any of the questions are answered with a YES, we cannot attend a scheduled appointment or allow you to visit our office for a scheduled appointment at this time. A modified meeting (phone, video, etc.) can and will be scheduled to answer any questions/concerns.

Our goal is to provide our employees and those they interact with, with a great experience while maintaining a safe environment.

Thank you for your understanding and patience during this time.

Sincerely,

The Pine Glen Team

