

# Guidance for our Customers

## Moving During the Coronavirus Outbreak

### June 1<sup>st</sup>

The Country Picker Moving & Storage is deemed an “Essential Business” by both the State of New Hampshire, and the Federal Government. We are willing and able to move you with extra measures of safety and care until this has passed.

We value the health and safety not only of our staff and members, but also customers who have plans to move within this time period. Therefore, we are taking specific steps to mitigate risks to the health and safety of our employees and customers. Therefore, we have taken many steps to minimize the spread of this virus. These steps are based on up to date “**Love your Neighbor**” practices prescribed by the CDC. To be successful, it will **require** equal participation between our company and crew on the one hand, and our customers on the other. The guidelines are as follows:

#### 1) Evaluating the Risk

- a. CV19 Symptoms are known to be:
  - i. Temperature
  - ii. Loss of Smell and taste
  - iii. Headache
  - iv. Bronchial issues. Trouble breathing, unusual shortness of breath

#### 2) On our behalf, we are doing the following:

- a. We are screening our employees’ health. Any employees that show signs of a temperature or any of the above will be sent home until well.
  - i. Therefore, employees that are sick **will not** be assigned to a move.
2. While at work, we are encouraging frequent hand washing, and providing hand sanitizer for our employees
3. Social distancing is mandated during all breaks and meetings.
4. All truck cabs are wiped clean at the end of the day with a bleach mixture.
5. All hand trucks other shared tools of the trade are wiped down at the end of each day
6. For long-distance, interstate shipments, our drivers are practicing social distancing and best hygiene practices as outlined above.
  - a. Truckstops and select hotels across the country have been designated by the Federal Motor Carrier Safety Association as “Essential Businesses” which means they are too essential to shut down.

#### 3) We are Praying Daily for:

- a. The health and wellbeing of our crew
- b. The health and wellbeing of our customers
- c. A swift end of the spread of this virus.

#### 4) What we Ask of our Customers

- a. First and foremost, your health and the health of your family are important. Equally so, we value the health of our crew and their spouses and children. Therefore, we ask you comply with the following:
  - i. If you, or any individuals that reside at the move-out address, have or had any known symptoms described above, please let us know. If that is the case, it is not a disqualifier for us moving you. Rather, it is an opportunity to perform the move in the safest way possible.
    1. If you or a family member that either lives in the household or someone you are in physical contact with, are in a vulnerable group with a compromised immune system, or has been diagnosed with CV-19, you may want to consider scheduling your move after the pandemic is over if it is at all possible.

- a. If postponing the move is not possible, we ask for any infected not be present in the household for a period of 72 hours prior to the arrival of our crew.
    - b. The home should be disinfected to the best extent possible.
  - ii. Once the crew arrives, please expect the following protocol
    1. Rather than greeting customers with handshakes, our crew will greet you with virtual handshakes from 6 feet away, and give you a warm and hardy hello.
  - iii. Please be ready to provide your moving crew access to a sink, soap and paper towels throughout your move.
  - iv. Do not feel you need to be at the home for the entire move. You are encouraged to:
    1. Be available for the initial crew walkthrough, and the final walkthrough
    2. designate a room that you can stay in, which we can move at a prescribed time
    3. Take a ride
    4. Sit in your car while we move
    5. Our crew leader will be happy to stay in touch with you either by telephone call, or text
  - v. Wear a mask, which is now prescribed by the CDC as a “Love your Neighbor” initiative. This will help prevent you from spreading Coronavirus, should you have it. Many of our crew will be doing likewise.
- 5) Throughout the moving process, we will be communicating this information with you at the following intervals:
  - a. The initial site-survey – we will review and leave you a copy
  - b. The written proposal will have a PDF of the guidelines, with any significant change
  - c. When you book with us, the thank you email with scheduling date will have a reminder of our policy and best practices, and any CDC updates
  - d. 24 to 48 hours prior to moving day, we will call you and ask pertinent health questions related to persons that will be at the home during the move, and share any updates.
  - e. We would like to limit the number of people at the home during the move to two. Please ask friends, neighbors and relatives to visit you prior to moving day.

*The [World Health Organization](#) and the [Centers for Disease Control and Prevention](#) are constantly updating their guidance, and we recommend checking their sites and/or following them on social media to receive the latest news and updates. The Country Picker will continue to monitor this quickly evolving situation and provide updates when practical and we welcome you to pray with us for those affected and a quick end to the spread of this virus.*