**A message to our customers regarding coronavirus (COVID-19)**

For more than 20 years, JY Communications has been focused on keeping families safe. With the impact of COVID-19 changing by the day, JY Communications wants to assure you we are continuing to watch this developing situation and are taking steps to continue to provide you with the highest level of service as this pandemic continues to evolve. With JY Communications being an essential business, we have created a business continuity plan that addresses both availability and response, including:

* Limiting non-essential travel for JY Communications employees
* Ensuring all technicians have and use proper sanitizing products to protect themselves, you, and your homes
* Establishing remote work procedures, where available
* Separating our workforce to minimize risk of exposure
* Utilizing masks in all public settings

**How are we protecting your home?**

All our sales and service employees are following the CDC’s hygiene practices and recommendations.

We have asked all technicians to maintain social distance from our customers, and to avoid shaking hands to help slow the spread. We are also asking all technicians to wipe down their work areas after arriving and before leaving each home.

We are committed to providing a sanitary and safe working environment. Our technicians will come prepared with the correct attire and precautionary equipment as recommended by the CDC. This will include protective footwear, mask, gloves, and sanitizing products to maintain cleanliness.

**How are we protecting our customers?**

In addition, we are taking the following steps to ensure the safety of our customers during service and installation technician visits.

* Technicians may ask you if anyone in your household has had flu-like symptoms in the past four days
* Technicians will have hand sanitizer and disinfectant wipes in their vehicle
* Technicians will disinfect their iPad and phone before and after every appointment
* Technicians will maintain a 6-foot distance after knocking on a customer's door or ringing their doorbell
* Maintain a 6-foot distance with anyone at the home

We will regularly monitor updates from the CDC and local, state, and federal governments and change our business practices as needed. We will continue to stay watchful of the situation and keep you informed as we overcome these challenges.