



## **HEAD OFFICE**

### **Address**

**12609 – 127 AVE, Edmonton, Alberta, T5L 3E8**

# **ROTO-ROOTER COVID-19 RESPONSE**

To our valued customers:

As the coronavirus (COVID-19) continues to disrupt daily life, Roto-Rooter wants to assure homeowners and business customers that we are taking steps to help our employees and customers stay safe and healthy.

## **Safe Home and Business Services**

We are operating normally and continue to schedule service appointments for homeowners and businesses. All Roto-Rooter plumbers and sewer & drain team members who visit your home or business will adhere to our high standards of cleanliness and hygiene before, during, and after every visit.

In order to ensure maximum effectiveness, we're instructing our service technicians to continue maintaining a safe working environment and follow AHS (Alberta Health Services. [www.ahs.ca/covid](http://www.ahs.ca/covid)) guidelines designed to stop the spread of the virus. Our service technicians are following best practices, including:

- **Wearing personal protective equipment**
- **Eliminating handshaking and only using non-contact methods of greeting**
- **Washing hands thoroughly with soap and water for at least 20 seconds at every opportunity**
- **Using hand sanitizer**
- **Using disinfectant products to keep touchpoints clean in their workspaces, vehicles and equipment**

- **Maintaining effective social distancing when possible**
- **Shared-use devices such as tablets will be sanitized repeatedly; customers should consider using their own pens to sign paperwork**

### **Customer Service**

Our customer service department is fully staffed to assist you with scheduling service calls and meeting all your needs. We have taken additional precautions with our teams to ensure a safe environment that will allow them to continue to provide excellent service.

You can count on all of us at Roto-Rooter to continue to conduct ourselves with the highest level of professionalism and dependability throughout this health crisis.

*Please contact your local Roto-Rooter office if you have concerns about specific Roto-Rooter safety precautions, procedures, or operating hours. Please note that the COVID-19 situation is changing rapidly, and we must adjust our processes accordingly to best serve our communities but also ensure the safety of our employees and customers.*



**780-452-3284**