



## **COVID-19 FAQ**

*Updated May 22, 2020*

### **Are you still providing services?**

**Yes!**

We are available during normal business hours to answer incoming calls, web-forms, and service requests. Our team of experts is available to make property visits for consultations and services while adhering to safe distancing practices. Our indoor pest services have resumed, on a limited basis. We believe this decision best supports our employees, customers, and the local economy, as we are a locally owned and operated business in Minnesota.

### **Will you be coming into my home for any services provided?**

Our indoor pest services have resumed, on a limited basis. Once your indoor pest service is scheduled, we will review our safety protocols.

### **What are you doing to protect your employees and customers during this time?**

Safety is of the utmost importance to Rainbow Tree Company and is one of our core values. We have analyzed workflows across all divisions and services and have made adjustments to limit face to face contact as well as exposure to common touchpoints. These adjustments include a staggered start time for our crews, a one-person per vehicle policy, reliance on digital documents and communications, sanitization training (each employee is provided with a bottle of hand sanitizer every day), and social distancing training. All employees have been provided with the necessary PPE (safety glasses, gloves, hard hats, face masks or buffs, hand sanitizer) as well as with training on how to use these items in the current environment. Safety is the primary focus of our conversation at Rainbow right now. We will continue to adhere to all guidelines provided by state and federal officials and will adjust our policies as needed.

### **Can I still get an estimate for work? Do I need to have a face to face conversation with your consultant to get an estimate?**

Yes, we are currently providing estimates. You do not need to meet face to face with a consultant to get an estimate. Our customer service team will gather the information we need to provide an estimate and will schedule a consultant to visit your property. You will receive a digital proposal with no face to face communication necessary.

### **Do I need to have a face to face conversation with the technicians when you are completing work?**

No. Most services can be completed on your property without any need for face to face interaction. You will receive a scheduling notification prior to any service being completed with

details or actions that you need to take prior to the successful completion of the service. If we need to communicate with you while a service is taking place we will call or text.

*Note: In some circumstances, our technicians may need to knock on your door prior to completing a service if we are unable to reach you in any other way (text, email) prior to arrival. They have been instructed to knock on the door, step back 10ft, and cover their face with a mask or a buff prior to interacting with any customer.*

**Can I have a face to face conversation with a technician when you are completing work?**

Yes. Please maintain a distance of 10ft from our technicians and be aware that they will be wearing a face mask or buff.

**Are you leaving paperwork after completing a service?**

No. Our technicians will take a photo of your completed work order and will text or email it to you. If text or email is unavailable we will call to notify you that the service has been completed.

**Will you be touching anything on my property?**

There are certain situations and services that require we move items on your property. Our policy at this time is for our technicians to sanitize their hands prior to and after touching any items on your property.

**What is the best way to pay for services during this time?**

For the safety of our employees and the fastest payment processing, please pay by credit or debit card. If you choose to pay by check, there will be a delay in getting payments processed. Thank you for your understanding.