

Koshgarian Rug Cleaners, Inc

248 E Ogden Avenue

Hinsdale, IL 60521

"Creating Healthy Environments in Your Home, Since 1906"

Contact (630) 325-0243

info@koshgarian.com

Re: Coronavirus

The last thing Koshgarian Rug Cleaners, Inc wants to do is to add any panic to the on-going coronavirus problem. Since this is talked about daily, we would like to share where our company stands and what steps we are taking for our employees and clients at Koshgarian Rug Cleaners, Inc. We know how important this is, because it affects everyone; everyone!

Koshgarian Rug Cleaners, Inc is an essential business and we are open to serve you. Here are our steps we are taking to keep everyone safe. This applies to currently scheduled appointments or future service.

The few updates on:

- CDC & OSHA's safety statements for a healthy work environment
- Our company policies for living and working in the Coronavirus world we all live in now
- What you can do as a homeowner
- Your cleaning options

The **CDC** and **OSHA** say to follow these guidelines, in a recent 35-page guide that was put out.

Refer to www.coronavirus.gov.

The guidance is based on traditional infection prevention and hygiene practices that includes:

- **Handwashing** thoroughly with a surfactant such as soap for a minimum of 20 seconds and or use alcohol-based sanitizer of at least 60% alcohol. We suggest singing *'Take me out to the Ball Game'* to know when 20 seconds have passed!
- **Employees reporting** to management that they or a family member is ill and stay home, soon to begin twice daily temperature tracking
- **Maintain regular housekeeping practices** of cleaning and disinfecting hard touch point surfaces and equipment

Here is what Koshgarian Rug Cleaners, Inc is doing as a company:

- **Online estimate:** In order to minimize the amount of physical contact, we would prefer to do all estimates over the phone or online, via emails
- Wash to sanitize hands, in between each in-home job as well as all plant personnel washing their hands several times a day
- No handshakes, rather foot bumps, fist bumps or elbow bumps.
- **In home cleaning:** Our men will be wearing of PPE of disposable shoe covers, gloves and masks
- Electronic payments such as credit card payments, only to reduce the amount of contact with other forms such as cash, checks, etc.
- Sanitize all cleaning equipment prior to every in-home job.
- Cleaning and sanitizing every truck that goes out each day, inside and out, wherever physical contact is made
- **If you drop off rugs:** the customer service counter and our public bathrooms are cleaned and sanitized twice a day. We practice social distancing when we work on your order
- All loose rugs brought into our facility will be thoroughly cleaned with hot soapy water on both sides, dried in a 140-degree heat dry room. Sanitizer is available to apply after cleaning; optional
- **Route pickup and delivery:** Our men are prepared with PPE to come in your home to roll and re-lay your rugs if you choose our Pickup and Delivery service to come into your home. Optional:
for minimal human contact pickup and delivery: leave your rugs outside your front door for us

to pick up, we email your receipt. Upon delivery, call the office for credit card payment and we will deliver your order back to your front porch.

Here is what you the customer can do:

- If you or anyone in your home has traveled abroad in the last 60 days, **INFORM US WE NEED TO KNOW!**
- If someone in your household had contract Covid-19 coronavirus, we will not enter your home until at least 20 days **after** that person has been cleared by a physician that they no longer carrier the virus.
- Please allow our men to work under social distancing, giving our men space. We would prefer 1 or 2 persons in the home or workspace, while our men are working. Once completed, you may have time to walk through on your home to inspect our cleaning prior to us leaving your job.

Your cleaning options with Koshgarian Rug Cleaners, Inc:

- Cleaning and sanitizing all surfaces; carpeting, upholstery or mattresses or cleaning and disinfecting hard surfaced floors
- All loose rugs cleaned and sanitize

As always, safety comes first, both for our employees, as well as our valued customers. We wish to communicate with you as many times as needed to make you feel comfortable and confident when you use Koshgarian Rug Cleaners, Inc. Let's keep moving one day at a time doing our best to take care of each other. This too will pass.

Charles & Jordon Koshgarian