

UPDATE: May 1, 2020

After what seems like forever, we are finally opening our doors again on Monday, May 4th per Governor DeWine's instructions. We are putting forth every effort to make sure that our employees and clients continue to stay safe. Below are the new policies and procedures we are implementing. We look forward to seeing and working with you again very soon!

DOVER COVID-19 POLICIES AND PROCEDURES

At Dover, the safety of our employees and clients is a top priority. Due to the ongoing health crisis we have instituted new policies and procedures to take every precaution possible to ensure the health and safety of everyone. We wanted to share with you those policies, so you have a level of comfort working with Dover.

DOVER RESPONSIBILITIES:

- Our office and showroom are being wiped down with disinfectant every morning
- The temperature of all employees is being taken daily before work begins
- If one of our employees has an elevated temperature of 100.4 F or higher (according to the Centers for Disease Control and Prevention) and/or is not feeling well, we are requiring them to stay at home
- If it is possible for our employees to work from home, we are encouraging them to do so
- All our designers and sales staff are required to wear masks and gloves at every meeting with clients, trades and vendors. They are required to change their gloves after every meeting
- We have set up a hand washing station where all employees are required to wash their hands before entering our office
- We are wiping down our showroom with disinfectant after every client meeting
- Our managerial production team are required to wear masks and gloves to every home and are required to change their gloves after they leave every home. They will also have hand sanitizer in their vehicles to use before and after entering every home.
- Our field staff is required to wear masks at all times in every client's home

CLIENT RESPONSIBILITIES:

- It is standard practice at Dover to call and confirm all appointments. At this time, we will inquire as to the health of your household in conjunction to COVID-19. We ask that you make Dover aware whether anyone in your household is not feeling well and/or is in quarantine, or whether a member of your household has been in contact with a diagnosed carrier of COVID-19, or has been required to self-isolate because of contact with a known or suspected COVID-19 carrier.
- If during the process of your project someone in your household becomes ill, is required to self-isolate because of contact with a known or suspected COVID-19 carrier, or is ordered to quarantine, it is your responsibility to make Dover aware of this. If this condition occurs Dover reserves the right to suspend work.
- If we arrive at your home and find someone in your household is ill, we reserve the right to reschedule your appointment and/or reschedule working in your home.
- Any client that comes in either the office/showroom of Dover Home Remodelers or the showroom of Dover Floor & Tile Center is required to wear a mask at all times. No mask, no work, no service, no exception.