



March 16, 2020

"Your Hearth & Home Professionals"

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RE; Covid-19 Pandemic Mitigation Efforts

To our Valued Customers,

Rainbow Hearth & Home takes very seriously the health and safety of our staff and our customers.

During this trying time regarding the Covid-19 mitigation efforts please know we understand and will follow the CDC requirements to "flatten the curve" of any additional spread of the Covid-19 virus.

With this in mind, the well-being of those we interact with, be it "in store" or when we arrive at any "offsite" appointment at your home or business, any interaction between our staff and your person or family the following will observed:

- 1) We will always make sure we are healthy BEFORE we are to show up in person at your home or greet you in the store.
- 2) We will call and ask your health status prior to arriving to a scheduled appt.
- 3) We will track our activity with those we have interacted with and will stay apprised of their health to the best of our ability.
- 4) We will respect the 6' foot spacing rule.
- 5) We will not shake hands nor "bump" elbows.
- 6) Our physical store premises will be disinfected several times a day.
- 7) Lastly, Rainbow will support our community to the best of our ability, and we will **NOT** propagate the undue hype!

These "rules of engagement" we hope will help in the efforts to stem the spread of the Covid-19 virus.

Sincerely,

Russell R. Savard

President /CEO- RPH&H Enterprises Inc.