

COVID – 19 RESPONSE

Trost Irrigation understands the concern regarding the Coronavirus (COVID-19) and the need to take precautions to prevent the spread of the virus. We are taking the following steps to keep our employees, clients and communities safe. Thank you for your understanding and commitment during this challenging time. If you have any questions or concerns, please feel free to contact our office directly.

We are currently following the Governor’s Executive Order to “Shelter in Place” by having our office staff work from home. All voicemails will be reviewed daily and addressed in a timely manner.

- We have provided our employees with the guidance supplied by the CDC to limit the exposure and spread of germs in general, not only with the COVID-19 virus, but other airborne viruses such as the common cold and flu
- Any of our employees that are feeling ill have been asked to stay home, and if they start to feel ill at work, they will be asked to go home immediately
- We have implemented a “no handshake” policy as well as the recommended “social distancing” guidelines
- We have supplied extra hygiene supplies at our office and all of our vehicles
- We will follow all recommended and instituted guidelines issued by federal, state and local governments

As soon as the Executive Order has been lifted the following policies will continue to be followed to ensure everyone’s health and safety:

Office

- If you are feeling sick stay home. Report symptoms and any possible contacts
- No hand shaking
- Social distancing – stay 6 feet away from each other
- Wash hands regularly with soap and water
- Cover mouth and nose when coughing or sneezing
- Disinfect workspaces at the beginning and end of each day

Field:

- If you are feeling sick stay home. Report symptoms and any possible contacts.
- No hand shaking
- Social distancing – Stay 6 feet way from each other
- Wash hands regularly with soap and water. If there is not access to soap and water use hand sanitizer as needed
- Cover mouth and nose when coughing or sneezing
- Use disinfectant wipes to sanitize areas of trucks that are touched. Door handles, steering wheels, keys etc.
- Ask customers if anyone in their household is experiencing symptoms of COVID-19. If so, call the office to reschedule the appointment
- Always wear booties and gloves when entering a customer’s home
- Disinfect anything that was touched in a customer’s house or garage

Homeowners - *What you can expect when our technicians are at your house for your activation or service call:*

- When we arrive at your home our technician will knock on your door to let you know they have arrived. There is no reason for you to come outside. Please take this opportunity to open the garage door so our tech can access your controller.

- Our team will take the necessary steps to prepare your system to have the water turned on. Once complete, they will return to the door to instruct you on how to turn on the water to your sprinkler system. **Please do not attempt to turn on the water *before* our crew arrives as this will cause water to spray out of the vacuum breaker.** The proper procedures must be completed prior to water activation.
- If you are uncomfortable with turning the water on yourself, we will be happy to do this using the proper precautions to ensure health and safety.
- Our technicians will be wearing gloves and booties whenever they enter your home or handle material or equipment that is related to servicing your system.
- Our technicians will ask you questions regarding any exposure to the COVID-19 virus. They will practice “social distancing” by not coming within 6 feet of customer.

With this in mind we will ask the following of you:

- Once our technicians have completed the inspection, they may need to talk to you about repairs if needed.
- Our team will let you know when finished and the total amount due.

Options for payment:

- Write check, show check to tech so that he can record the amount and check number. Leave the check on the porch to retain the proper distance protocol
 - Read your credit card information to the tech so that he can enter the payment into the tablet accordingly.
 - Call our office with the credit card information for processing.
 - Request an invoice be sent to you. Invoices will only be emailed so please make sure the tech has your correct email address.
- We will not have you sign our tablets this year.

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