

Franklin Heating Cooling & Refrigeration, Inc. (COVID-19) Safety Procedures

Franklin Heating Cooling & Refrigeration, Inc. will continue to provide service 24/7, implementing safe and precautionary measures, for the health of our customers and employees.

Franklin Heating Cooling & Refrigeration, Inc. has been serving our community for over 25 years and we are ready to serve the needs of our customers while doing our best to protect the needs of the community at large. Our Team provides a vital role in maintaining the health and safety of our community. Here are some of the measures Franklin is taking for the well-being of our employees and our customers:

1. Continuous monitoring of [CDC](#), state and local health officials' guidelines and updates.

2. Extra precautions regarding potential exposure:

- Self-isolating when not working
- Daily temperature monitoring, prior to starting shift.
- Not working and staying home if feeling “off,” ill, or sick; regardless of severity or symptoms.

3. Practicing general hygiene, including but not limited to:

- Washing/ sanitizing hands constantly and doing a thorough job each time, before, during, and after every home visit.
- Avoiding touching eyes, nose, and mouth and washing hands immediately if so.
- Covering mouth when coughing or sneezing
- Utilizing PPE equipment such as gloves, shoe covers, masks, and eye-protection as necessary.

4. Wearing clean uniform apparel and changing frequently: including uniform shirts, pants, gloves, shoe covers, eye protection and masks, as required.

5. Pre-screening customers for health and safety concerns, at time of booking, dispatch, and arrival at home.

- At this time, we are not actively servicing customers who may have symptoms of COVID-19.
- Rescheduling customers to a later date if there are concerns.
- Social distancing with customers & not shaking hands.
- Using technology as necessary for communication with homeowners.

6. Limiting passing of paperwork and implementing a touch-less experience for the customer, including emailing invoices.