



Thank you for choosing ETC as your Technology Service Provider.

Current events are unprecedented and as a local company that is part of our community, we are committed to working together to ensure the safety of our clients and of our employees.

Though efforts we implemented years ago, we have remote access to many services that we can take advantage of to assist you if you are having a problem. We can limit our visits by utilizing remote video technology if needed. And if we need to be on site, we have been monitoring the CDC, Florida Department of Health, and W.H.O. for guidance and updates on the best course of action to ensure that we can continue to service your needs in your home. Below are just some of the actions we are taking...

- We are starting daily temperature checks of our technicians in the morning.
- Our technicians are being equipped with Surgical Gloves, Face Masks, and, as always, protective shoe coverings as they enter your home. These will remain in place throughout their visit and until they leave your home.
- Everyone of our technicians will have cleaning solution (Simple Green) and wipes to clean down any area they work on in your home.
- We have increased our internal cleaning processes to ensure our office and vehicles are wiped down every day.
- If one of our staff experiences symptoms associated with the COVID-19 virus, we are asking them to seek medical attention immediately and stay home. They will be asked to self-quarantine.
- We have asked our staff to refrain from shaking hands and contact to prevent the inadvertent transmission of any virus.
- Please inform our team if someone in your home is not feeling well upon their arrival so they are aware and take extra precautions to prevent any further infection. If you or anyone in your family is under quarantine, we will need to reschedule your service call to another date.

With these steps and common sense, we know we can continue to deliver the world-class service that ETC is known for.

Thank you for working with ETC!