



Wednesday, April 8, 2020

Dear Client,

Thank you for entrusting California American Exterminator with the health and wellbeing of your businesses and homes as we work together as a community and nation to better understand and mitigate the spread of the novel Coronavirus, we are all being asked to adhere to new guidelines and to do our best to practice social distancing. Please be aware that [pest control services have been deemed essential services by the Department of Homeland Security and by Governor Gavin Newsom.](#)

This letter also serves to inform you that as of March 17, 2020 California American Exterminator has been offering uninterrupted services with new safety protocols in place. We are continually monitoring updates and are implementing and following the CDC and public health official's recommendation and best practices. Please know that as protectors of public health, food and property, we take our role in safeguarding your quality of life very seriously.

As an organization, we are taking additional measures to ensure we provide the best level of protection for both our customers and our employees. For more information on the steps we're taking, please see the CDC's guidance for businesses which can be found [here](#), as well as the list below:

- In order to comply with the social distancing requirements...
 - **Field Staff** have maintained regular business hours of **Monday through Friday, 9am-5pm**
 - **Office hours** have temporarily changed to **Monday through Friday, 10am-3pm** to accommodate remote work
- We have provided our teams with sanitizing products such as disinfectants and antibacterial handwash. Our Pest Management Professionals have also been equipped with Personal Protective Equipment (PPE) including gloves, shoe covers, respirators and face masks. On top of daily safety procedures, our team is dedicated to regularly disinfecting all work vehicles, touchscreens, and workspaces throughout the day.
- Our company has suspended all in person group meetings and are now conducting regular online meetings to communicate the latest company protocols and new policies during this time.
- Our staff are not allowed to work if they are sick
- Our Pest Management Professionals will continue to provide high quality services with an emphasis on a complete and thorough exterior service of your property and **enter units only if there is a specific need that has been requested in advance and the resident is NOT sick**
 - *Requests for interior services, such as baiting or spraying, will be evaluated on a case by case basis to ensure social distancing best practices. Please contact our office if you have any questions or concerns regarding treatment options at your property*

If you have questions about your routine service or are experiencing a pest control issue, please [contact our office](#). Thank you again for your continued trust. We wish you safety, health and peace during this difficult and unprecedented time. We will all get through this together.

Kind regards,

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