

In the midst of the Coronavirus (COVID-19) concerns D&S Downham Equipment Ltd and Karcher Professional Wash Systems wanted to reach out to inform everyone the health and wellness of our customers and staff are a top priority. Just like you, we are following the ever changing impact of the Coronavirus on a Federal level, Provincial level and in our local community. As the situation continues to unfold, we wanted to remind everyone of the measures that we all need to be taking to keep everyone safe:

- Additional hand sanitizer stations located throughout your building(s)
- Additional signage added throughout the properties to encourage proper hygiene practices.
- Increased the frequency of cleaning, especially of high traffic areas and hard surfaces – which should also be done by onsite staff hourly (handles, surfaces, tables, kitchen etc.
- Working with all our business partners, to ensure proper protocols are in place.

Our current plan is to remain open but in an attempt to limit in person interaction we would like to encourage a few options outlined below:

PARTS - at this time we are going to suggest if you are just picking up parts that have been ordered in, to schedule a pick up time where we can set the parts outside for pick up as long as payment has be pre-arranged.

SALES - Please try and book appointments with our sales staff preferably over phone/email. If demo's or product trials are required we can still accommodate by getting machines ready to view.

SERVICE - When machines are brought in and assistance is required to unload please call ahead to schedule and we can be ready. We are still prepared to complete any service calls but some restrictions may apply. Please call as usual to book and schedule any service.

For those that do need to enter our facility we are asking that everyone that enters to keep in mind the following before, during, and after your visit:

- Wash your hands often and thoroughly with soap & water for at least 20 seconds (sing the Happy Birthday song twice).
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Use an alcohol-based hand sanitizer when soap and water is not available.
- When coughing and sneezing, cover your nose and mouth with a tissue or cough and sneeze into your sleeves to prevent the spread of germs.
- Wipe down your phone(s) regularly as these are frequently touching many surfaces during the course of your day.
- If you are sick, please consider rescheduling your visit.

At this point, D&S Downham Equipment Ltd and Karcher Professional Wash Systems are open and plan on being so. The situation is fluid, though, and it is impossible to predict how the virus might spread. We will continue to monitor developments and will notify all as they occur and provide any updates. Health and Safety is our top priority, and we will follow all guidance from local, province and national public health officials.

Developments related to the spread of the Coronavirus are being updated daily. We want to assure you that we are closely monitoring information with Public Health and the Ontario Ministry of Health and are adjusting in-person interactions as necessary. For additional information please visit the [Government of Canada's website](#) for the most up-to-date travel advice and advisories related to the coronavirus. Additionally, the [Ontario Ministry of Health dedicated COVID-19 webpage](#) has the most up-to-date information.

CFIB have some excellent coronavirus tools and resources available to you at the following link: <https://www.cfib-fcei.ca/en/tools-resources/covid-19-coronavirus-business>

D&S Downham Equipment Ltd and Karcher Professional Wash Systems is committed to the health and safety of our customers and staff and will continue to keep you informed as more information becomes available.

Thank you for your understanding during this time of increased caution.