

# Covid-19 Response Plan

To all PCI Customers,

Professional Code Inspections mission has always been to help to ensure the health, safety and welfare of the public. The global spread of Covid-19 is affecting every one of us and we want you to know that PCI is remaining dedicated to that same principle we have stood by for so long.

Though it is our intention to remain open and continue providing our services without interruption, we are instituting some temporary policies to help ensure the health, safety and welfare of our staff and customers.

## **Limiting the number of visitors**

Our goal is to keep all our offices open to the public during this time so that we can address those issues/needs that need the personal attention of our team. However, in an effort to maximize interpersonal space for our staff and minimize social interaction with the public, we ask that customers try to use the phone or email as the primary means of communication for the scheduling of inspections, general inquiries, submitting paperwork, filing a complaint etc.

We are encouraging all customers to utilize email and postal service for the delivery of applications, construction documents and payments. Although we are not able to accept electronic payments, we will accept cash, checks and money orders. When permits are ready, and payments have been received our staff will email or postal mail your completed permit to you. Please inform our staff of your preferred method of delivery when submitting your payment.

## **Screening questions**

For the safety of our customers as well as our staff, we will be asking everyone scheduling an inspection of an occupied home if any of the members of the household are experiencing any flu like symptoms or have traveled outside the country within the last two weeks. If members of the household are sick or have traveled internationally, we are asking that you postpone your inspection for a minimum of fourteen days. If your inspection cannot wait, please notify our staff so that proper precautions can be taken.

Our inspectors have been given the authorization to refuse conducting of an inspection if they feel that individual(s) present in home exhibit any signs of illness consistent with the symptoms associated with Covid-19.

### **Protecting our offices**

PCI has always been dedicated to keeping our office spaces in a professional, attractive and clean state. Additional efforts are being taken by our facility managers to ensure that all our offices, workspaces and common areas are being thoroughly disinfected each and every night. You can be assured that if you do need to visit a PCI location in person, that every effort is being made to provide a healthy and sanitary environment.

### **How we are serving you**

All our inspection staff has been provided with N95 masks and medical grade rubber gloves for their own personal protection as well as our customers. Should you prefer that your inspector where these protective items at the time your inspection, please notify them at scheduling or at the time of arrival.

PCI staff has also been advised of the recommendations of the CDC and WHO of the proper steps in preventing the contraction of Covid-19 and these remedies are being strictly adhered too.

We know that the residents, property owners, developers and contractors of the communities we represent depend on PCI to keep your projects moving forward. Until such time that we are given a directive to close our offices by Federal, State or local officials, we intend to continue to provide the same high quality services that you have become accustomed to, while assuring the safety of our team members and customers.

On behalf of all of us at PCI, we wish you well and we appreciate your patience and cooperation.

Kirk Scharphorn Jr. / Eric Thompson