



1414 Ridgewood Ave SE • Grand Rapids, MI 49506 • 616-855-6548

At Seniors Moving Smarter, LLC (SMS), the health and safety of our clients and our employees has always been a top priority and with COVID 19 it is now more than ever. We have implemented new protocols, trained our employees, and we are ready. We are ready to keep you safe and ready to keep you moving. We recognize this as our new normal and these protocols need to remain in place for an unknown length of time. We are all learning as we this pandemic unfolds and these guidelines may change as well.

Supply protocols:

New boxes only

New paper only

Sanitizing our trucks and all equipment on a frequent basis

Stocking our supplies bags and trucks with sanitizers

Our packing blankets will be quarantined for no less than 72 hours between client use

Employee Protocols:

Virtual estimates and client/family meetings are available

Screening our employees prior to each job

Employees must report if they have had any symptoms of COVID 19* and will not be allowed to work

Employees must report if they have been in contact with anyone that has tested positive for COVID 19 or anyone that has symptoms COVID 19* and will not be allowed to work

Employees temperatures will be taken before departing to a client's home or community

Employees oxygen levels will be measured before departing to a client's home or community

Limiting the number of workers on a job

Employees will set-up their own hand washing station upon arrival to the jobsite or the client/family will have one assembled for our use

Wearing a mask will be required while working

Employees will wear gloves when possible

Social distancing will be required as much as possible

Restricting our employees from riding together (no carpooling) when possible

When a move and unpacking is complete, we *can* disperse an aerosol disinfectant and the room will be quarantined for 3 hours prior to client entry. This will be *by request only* as an aerosol disinfectant can

also be an irritant and potential source of respiratory problems, with or without pre-existing respiratory conditions.

Employees will carry a disinfecting spray and wipe down frequently touched surfaces prior to exiting the home (counters, light switches, door knobs, elevator controls, etc.)

Employees are required to follow all community protocols.

Client and Family Protocols:

If families are packing the boxes, they will be required to be packed 24 hours before our movers will handle them

Strongly encouraging families to consult with our Senior Move Managers® for guidance on the right supplies they will need and we can then get these supplies to our clients so they are not running to the store (sometimes multiple times) for supplies. We cannot get supplies to out of town moves, except when we are packing

Requiring our clients and their families to exit the home while we work. If clients absolutely cannot exit the home, we will develop a plan to keep them safe and out of the way

Clients will not be allowed to have other workers in the home while we work (i.e. Cleaning crews, inspectors, etc.)

Screening clients prior to starting services and taking their temperature upon our arrival

***COVID 19 symptoms:**

Dry cough, fever, chills, diarrhea, shortness of breath, muscle pain, headache, sore throat, new loss of taste or smell, trouble breathing, chest pain, bluish lips or face (oxygen deprivation), new confusion

***Rescheduling Moves - Clients**

Clients will be allowed to reschedule their move AT NO COST should they or someone they know be showing any signs of COVID 19*

Clients will also be allowed to reschedule their move AT NO COST should it become known that they or someone they have been in contact with has tested positive for COVID 19

***Rescheduling Moves – Seniors Moving Smarter, LLC**

SMS will also be allowed to reschedule a move should our employees be unable to work because of our above stated protocols. We will work diligently to stick with the schedule with one of our other separate teams. If they are not available, we will schedule the move as soon as possible. We will make every effort to complete moves as scheduled. Everyone's health and safety will be our first priority.

Over the past 15 years, we have always delivered our services as promised and scheduled. We want nothing more than to continue to provide our clients with exceptional service. Our moves will look a little different, but our standard of excellence and the quality of our product will continue to be as important as the health and safety of all.

We thank you in advance for hiring us to handle your move and for helping us follow our protocols. Together, we can move safely.