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Loyal Customers,

We are in unprecedented times here in our great nation, state, and city. The next few weeks will be a difficult time, but the precautions taken by health officials are needed to slow the spread of this virus so that our healthcare system is not overwhelmed, and patients can be treated. The number of cases locally is expected to rise as more testing is performed. Data is available to give an accurate idea on how this could play out. China has begun to get ahold of this since enacting isolation policies and we will return to normalcy too.

Jake's has been serving our community for many years and we are ready to serve the needs of our customers and team members while doing our best to protect the needs of the community at large. Safety is one of our core values and is a high priority at Jake's every day. Our Team provides a vital role in maintaining the health and safety of our community. Therefore, we will remain open during this time of social distancing.

We would like to introduce a few of the policies we will be enforcing in with all of our employees;

1. Any employee who feels sick or has a fever will stay home.
2. We will be sanitizing our hands whenever necessary- this means before going into a home, going back out to our trucks, and if we sneeze/cough/touch our face.
3. A new pair of gloves will be used in each house and every time we go back to our trucks.
4. Masks will be worn in special cases.
5. Our employees will not be shaking hands with any customers, some may even ask you to operate your own thermostat.
6. We will be limiting face to face interaction between team members to reduce the likelihood of spreading the virus.

We would like to thank you for staying loyal customers of Jake's and allowing us to still take care of your home at this time of social distancing. If you or anyone you know is in need of assistance, not necessarily related to our business, we would be more than happy to help. Please give us a call at 317-695-0740 or email us at [jakesheatingandair79@gmail.com](mailto:jakesheatingandair79@gmail.com) and we will help as much as we can.