

Fittings By Michele Coronavirus/COVID-19 PROTOCOL 03-16-2020

In response to the growing concern surrounding the Coronavirus/COVID-19, we are following the guidelines of the Centers for Disease Control and Prevention (CDC) as well as our local and state recommendations on preventing the spread of COVID-19. We are keeping updated to implement additional measures as the situation evolves.

Our employees have been trained on our heightened efforts, and have been educated to bring the same level of awareness to their own health — and will stay home if they are not well. We will be spacing our appointments further apart to limit the number of people that are here at the same time. If at all possible, we ask that you not bring anyone else into the office. If you must bring someone to assist you with your medical decisions, we are requesting that you limit that to one person and they must meet the guidelines below. Please do not bring any children to your appointment. We do offer call ahead curbside pick-up for orders and can ship your order directly to your home at your request.

If you have an upcoming appointment: If you or anyone in your household has traveled internationally, traveled or on a cruise ship, have been exposed to anyone with Coronavirus in the last 14 days, or you are experiencing any of the symptoms listed below, we must reschedule your appointment.

- Fever
- Cough
- Shortness of breath

Call 410-255-0800 or visit <https://fittingsbymichele.com/contact/> if you need to reschedule your appointment or if you have further questions or concerns.

All clients will be asked the above questions over the phone before your scheduled appointment and again upon arrival. Each person that enters the office will be asked to use hand sanitizer or wash their hands immediately upon arrival. Hand washing instructions are posted for staff and clients.

We have placed extra hand-sanitizing stations and cleaning supplies around our offices and increased the frequency and intensity of office cleaning.

As a reminder, we are able to take phone and email orders and have the capability to do remote video consultations with our clients for evaluating and instructing for certain items and services.

The safety and well-being of our clients and our staff are at the forefront of everything we do in response to these challenging circumstances. We are continually assessing the situation and thank you for your patronage and continued trust in Fittings By Michele.

We really appreciate your phone orders during this time and plan to keep the doors open to those who need to come in for a fitting appointment unless there are further restrictions implemented in the future.

From our family to yours, thank you for being a loyal customer!

Sincerely,

Michele Owens, President, Fittings By Michele