



March 16<sup>th</sup>, 2020

To Our Valued Clients,

The well being of everyone in our Northern Windows and Doors community is at the center of everything we do and it's our greatest priority as the COVID-19 continues to spread. Our hearts go out to anyone who has been impacted by the virus.

We know this is a challenging time for many and an unprecedented one for us all. As we adjust to this new and rapidly changing landscape, we're committed and working to develop ways to put both our team and clients first.

Here are the steps we've taken:

- Closely following the guidelines laid out by the Government of Canada and Ontario in how best to take steps today to mitigate the risk of infection.
- Monitoring our offices and showroom to ensure they have the appropriate supplies to help disinfect high touch areas.
- All of our employees are being vigilant by washing their hands frequently, practicing respiratory hygiene and wiping down surfaces with disinfectant wipes in your home as well as their work areas/stations.
- We have instructed our employees to stay home if they're feeling sick and to practice social distancing.
- Ensuring that all client interaction in our showroom is based on a client to one company representative basis and will not have large gatherings in our conference room.

While we'll continue to welcome you to our showroom we suggest you check our company website ([www.northernwindows.ca](http://www.northernwindows.ca)) and our Facebook page to see if there are changes in hours of operation.

Thank you for being such an important part of our community and nothing matters more than the relationships we've built for almost 15 years in our communities.

José and Mark E. Duquette  
Owner Operator  
Northern Windows and Doors "a family company"