



“Get Them Out. Keep Them Out.”

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Dear Valued Clients,

Our company is committed to safeguarding the health of our clients and team. As we monitor the spread of COVID-19 across the United States, we want to keep you informed about what we are doing to prevent the spread in our local community.

At Critter Control, our number one priority is doing everything we can to keep our employees and the community we serve safe. Due to the current concerns, we are implementing some simple policies.

On many jobs, we can perform our inspection and complete our work entirely from the outside of the home. Although we can do this without meeting the client in person, we think it is very helpful to be able to review the proposal while still on site so we can answer questions, take photos, or make changes as needed. Our recommendation is to be available for a phone call during our arrival window. Our technician will complete the assessment, then email the proposal and call to review.

If entering the home is required to complete the inspection, our technician will not shake hands, and try and stay as spaced as possible. We ask that clients notify the office and/or technician if anyone in the home is, or has been sick, even mildly. If they have, our technician will not enter the home and we will reschedule. This is for the protection of our employees as well as the clients we will be servicing after this stop.

All of our employees have been instructed to stay home if they feel any symptoms, no matter how mild and/or if there is any chance they have been exposed to someone with symptoms. In addition, we will take all precautions currently recommended by the department of health and CDC (washing hands, etc.)

Clients can no longer sign proposals on technicians' phones or tablets, we will not swipe credit cards in the field, nor will we accept handwritten checks while on site. Credit cards can be called in to our office for immediate payment and checks can be sent through the postal service and work will be scheduled when received.

In addition, many clients are accustomed to receiving notes on their doors with updates/information about their property. These notes will be discontinued until further notice. Please check your emails for daily updates regarding your visits

Critter Control remains open to serve our community. Any changes to operations will be made in accordance with guidelines from the Massachusetts Department of Public Health.

Thank you for your continued support of local business and wish you good health!

Please feel free to call us at (508) 757-4751 or email us at centralma@crittercontrol.net with any questions or concerns.

www.crittercontrolofcentralma.com

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