



634 Main Street
Pineville, LA 71360
318-443-1786
Louisianafireplace.com

LOUISIANA FIREPLACE SAFETY PROTOCOLS FOR PHASE 1

Below are our guidelines to offer Contact Free Service in our store and in your home. Please help us keep you and our staff safe.

In-Store Protocols:

- Maximum 4 people in the store at one time. Family members may be asked to wait outside.
- Customers will be asked to wait outside the store for their turn.
- Employees will wear mask and gloves while serving customers.
- Employees will wipe down all common surfaces between each customer.
- Employees will remain a minimum of 6ft. from customers.

In-Home Service Protocols:

- Confirming that everyone in the customer home is well and has not been exposed upon booking.
- Upon arrival to the home, the technician will knock and step away from the door a minimum of 6 ft. The technician will be mask free until a face to face introduction is made. The technician will then put on their mask and gloves.
- Technician will remain a minimum of 6 ft. from the customer.
- Technician will also confirm that the home is symptom and exposer free and will assure customer that to the best of their knowledge the technician is also symptom and exposure free.
- Technician will wear gloves as much as possible with the task at hand.
- Technician will carry Clorox wipes with supplies. In the instant that our technician touches a surface ungloved, the technician will confirm with the customer that it is acceptable to wipe the surface.
- Explain to customers what the technician will be doing in the home so that the customer might be comfortable leaving the room to maintain social distancing. If the customer wishes to stay in the room, we ask that the customer maintain a minimum 6 ft distance from our technician.