

A Message to our Customers About Coronavirus

As we monitor the quickly changing information on coronavirus (COVID-19), please know that the well-being of our customers and employees is our foremost concern and we are fully committed to ensuring your safety.

At this time, we are continuing to provide all of our services as scheduled. If you have questions or concerns, or wish to reschedule your service appointment, please do not hesitate to call RPC & Services at **410 800-4926**. You may also email us at rpcservicesllc.com.

All of our employees have been instructed to closely follow the recommendations of the Centers for Disease Control (CDC) for protecting themselves and others. These recommendations include limiting exposure to sick individuals, frequent and thorough hand washing, knowing the signs and symptoms of COVID-19, and more. Learn more about preventing coronavirus disease on the CDC website.

Although we have not experienced any issues at RPC & Services at this time, we are fully prepared to activate mandatory 14-day quarantines for any employee who exhibits symptoms or is diagnosed with COVID-19.

Our thoughts are with anyone who may be affected by COVID-19. We will keep you updated as this situation unfolds. We thank you for allowing us to serve you and, again, encourage you to contact us with any concerns or questions you may have.

As part of our response to and preparation for ensuring safety, we are also taking these precautions:

We have made personal protective equipment available to all RPC & Services employees, including hand sanitizer and gloves.

We are routinely disinfecting all of our shared equipment and common work surfaces.

Any employee who exhibits respiratory illness or flu-like symptoms, or who has a member of their household exhibiting these symptoms, will be prohibited from working.

All non-essential activities, including large group meetings or gatherings, events, and travel, have been cancelled through April 31 2020.

Protecting health and safety is the mission of all pest control providers, including RPC & Services. Our services are an important way to help prevent the spread of disease, and our eco-friendly products help protect people and the environment.

Q&A

I'm concerned about anyone entering my home right now. Does your technician have to come inside?

Absolutely not, and we completely understand. We can and will continue to provide our exterior treatment services to maintain the protective barrier that keeps pests from entering your home. Now that the official start of spring is just days away, so is a likely increase in pest activity, so if you need for us to treat the interior of your home in the coming months, please just let us know and we will return at no additional cost.

I may have to close my business. Will you still be able to provide service?

Yes, and we can make this process simple for you:

If you need interior treatment, please contact us to arrange a window of time for you to meet us at your place of business.

Contact us if you would like for us to provide exterior perimeter treatment, which does not require you to be there.

Rather than have you personally sign our tablets or phones when we complete your service, please allow us to sign on your behalf.

Are you planning any changes to my regular residential pest control services?

We do not anticipate any changes in the provision of our treatments, but in order to protect your safety and ours, please allow our technician to sign their tablet or phone on your behalf in your presence when your treatment is complete.

I'm a brand-new customer. Will you still be able to come do my first interior service appointment?

Thank you for trusting RPC & Services with your pest control needs! We will gladly provide our interior treatment if your pest issues cannot be resolved from the outside of your home or business. Please note: If anyone inside your household or commercial property is ill or believed to have come into contact with someone with the coronavirus, we reserve the right to reschedule interior service for a later date.

Will you notify me if anyone from RPC & Services who has been to my home or business tests positive for coronavirus?

YES...

We understand and share your concern for safety, and it is our top priority. Every RPC & Services employee is strictly following all of the CDC's latest recommendations and minimizing contact with even small groups of people. Please note, however, that by law, we must adhere to the requirements set forth by the Health Insurance Portability & Accountability Act (HIPAA), which include the protection and confidential handling of protected health information.