

Coronavirus (COVID-19)

Safety & Preparedness Steps

Interstate is committed to ensuring the services you expect are provided safely, efficiently and reliably during the COVID-19 (Coronavirus) pandemic.

We are taking the following steps to protect the health and safety of our employees, customers and their families:

- Sending home immediately any crew member who shows any sign of illness
- Using infrared thermometers for crew temperature screenings before dispatch
- Providing customers with a crew health status, prior to entering their homes
- Equipping our crews with disinfectant hand wipes, gloves, face coverings and instructions for their use
- Wiping commonly touched surfaces in customers' homes with disinfectant hand wipes
- Limiting the number of crew members in each vehicle; if additional man power is required, assign another truck for safe transport and social distancing
- Practicing social distancing in the field and training our drivers, packers and movers to stay 6 feet apart, to the extent possible, as they discharge their duties
- Keeping the same packing and moving teams together daily to minimize their contact with other personnel
- Sanitizing all of our vehicles daily, as well as handheld tools such as iPads and clipboards
- Instructing frontline operations teams on how to respond to COVID-19 scenarios that our teams are likely to encounter when dispatching drivers/crews and while engaging with customers and service providers during the pandemic
- Conducting pre-move surveys and estimates virtually, at the customer's option
- Conducting job interviews virtually or in a social distance setting
- Limiting new employee training classes to 10 people and conducting classes in open air spaces with mandatory face coverings

Rest assured, we are continuing to monitor information as it becomes available and will be implementing additional recommendations and guidelines from local and national health organizations as conditions change.