March 17, 2020

At Mio’s Furniture Fashions, the safety and well-being of our employees and our customers is always our priority. We are actively monitoring the COVID-19/Coronavirus situation and taking steps to help keep our communities safe. We wanted to share with you some steps we are taking.

ALIGNING WITH PUBLIC HEALTH AUTHORITIES
We have implemented a Business Continuity Plan, and are dedicated to ensure the continuation of services. We are closely monitoring updates from the Center for Disease Control, Health Canada, and Algoma Public Health regarding COVID-19, and will follow their recommendations on an ongoing basis.

We have communicated to our employees the importance of good hygiene, and provided them with health education and support whenever needed. Employees who feel ill and showing symptoms of a mild fever, a cough, sneezing, etc. or have been asked to self-isolate have been told to not report to work.

PROTECTING OUR EMPLOYEES AND CUSTOMERS
As our employees interact with customers and the general public we have taken steps to limit exposure to the virus. We have asked our employees to maintain a distance of 2 metres from any person, and to wash their hands when finished working with a customer.

Changes in Policies and Service (Until Further Notice)
- NON-URGENT service calls, installations, design consultations, etc. are SUSPENDED
- NO samples are allowed to leave the store
- ALL sales are final
- NO returns
- NO payments will be collected on delivery

Customers will be pre-screened prior to any visits to a customer’s home or business.

WHAT WE ASK OF YOU
We are taking every precaution to ensure the safety and health of our communities, but we need your help. If you are experiencing flu-like symptoms, a mild fever, a cough, sneezing, etc. and have a scheduled visit, please let us know so that we can discuss options with you to ensure our collective well-being.

As always, thank you for being a customer and for your continued trust as we manage through this time together.

Yours truly,

Javad Ghassemkhani
Owner/Operator