

I wanted to take the opportunity to say a quick “hello” and update you on what we have been up to. We are **EXCITED** to start in-person meetings again in June; however, we understand if you prefer an online meeting or a phone call.

Like many businesses, this pandemic has instituted changes in procedures and policies. We are honing our skills and adapting to change! One of the things we have missed is having you greeted by a person when you call our office. We are excited that this has changed! We now have a service that is answering our phones so you can speak to an actual person. When you call, you will have the option to transfer directly to either Beth or myself. If we are not available, you can leave a message or voicemail and we will call you back. They will be asking your name and the best phone number to reach you at; as well, they will be asking what your call is referencing. This gives us the opportunity to do some research, if necessary, before we call you back.

We are in the process of preparing our office to take social distancing to heart. To protect both our clients and staff, we will have a plexiglass barrier in place at the front desk. We take joy in serving you, but at this time we will be asking you to prepare your own hot beverage. Do not worry, we will be there to walk you through the process if you’ve not used a Keurig before. We are all learning new things these days!

As the state begins to open up, we will be monitoring recommended procedures. Our hope is that we don’t have to “turn the dial back” but are aware that is a possibility. Our reviews for the foreseeable future will be prepared for electronic presentation; when we meet in person, I will be reviewing on the large screen in our meeting room and can provide a printed copy of your documents to you at the end of our meeting. This will serve two purposes: the ability to quickly change to virtual meetings without notice, if necessary, and the elimination of us huddling around a conference table to view paperwork. Our primary concern is to do what we can to help keep our clients and staff healthy!

We will have a staggered return to our office beginning June 1<sup>st</sup> with our summer hours schedule: Monday – Thursday 8:00-5:00 and Fridays 8:00 – 12:00. As recommended, if you have felt or are feeling ill, we ask that you please do not visit our office. If we need to reschedule an in-person meeting, we are happy to do that!

Be well and see you soon!

Laurie