

To our valued customers,

We have had several inquiries regarding our company's status during the Coronavirus (COVID-19) pandemic. We want to assure you that the health and safety of our customers and employees is top priority for us at Donaldson Plumbing and Heating Inc.

In order to handle emergency calls as quickly and as safely as possible, prior to sending a technician to your home we will be asking all customers if you or anyone in your home is currently sick and/or has travelled outside of Ontario and/or Canada in the last 14 days. This is in accordance with the government guidelines that have been presented to us.

Due to the circumstances, we request that all customers are honest and upfront about any recent travels and/or sickness to ensure both the safety of you, your family and our technicians. While our technicians are in your home, we ask that you provide them with the needed space to ensure we can practice proper social distancing.

We will continue to closely monitor the situation and will provide you with any updates regarding how our team is responding to support our customers.

Sincerely,



David Donaldson

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