



# DOING BETTER BUSINESS

formerly **Pro Business Systems**

**PBS**  
...Stress Free IT

## COVID-19 (Novel Coronavirus)

We at Doing Better Business, *Formerly Pro Business Systems, Inc.*, want to share with you what we are doing to ensure the best, uninterrupted service for you. Our plan is focused on providing the optimal, continuous customer service excellence you are accustomed to as we navigate this evolving and constantly changing health situation.

Our first and foremost concern is the health and well-being of our employees, just as your concern is focused on your employees. We have increased messaging to remind our team members of the basic CDC recommendations; wash your hands, avoid touching your face, and practice proper cough/sneeze etiquette. Most importantly, we emphasize staying at home if you are sick! All good advice that can't be repeated enough.

Our response plan incorporates personal hygiene recommendations and social distancing measures as prescribed by state Departments of Public Health and the Centers for Disease Control. Our technology infrastructure and workforce are prepared for a work-from-home strategy should the situation escalate. Again, the health and safety of our employees, is our utmost priority.

As an Essential Business, our plan is to remain fully operational and prepared to deliver customer service excellence as the situation evolves. We will continue to have the safety and well-being of our employees and customers as our top priorities. Although this is a serious virus, there are things you can do to try and protect yourself as well as eliminate the spread. Most importantly, please do not panic.

The attached page covers the steps that we are following as recommended.



14500 Byers Road Hagerstown, MD (301) 797-1399	800 W. 4th Street Williamsport, PA (800) 456-1977	1402 S. Atherton Street State College, PA (814) 235-5560	1549 Pleasant Valley Blvd. Altoona, PA (814) 946-5282	122 Equity Drive Greensburg, PA (724) 836-7880	2735 Railroad Street Pittsburgh, PA (412) 279-1400	7825 South Avenue Boardman, OH (330) 783-2679
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## All DBB-PBS Team Members

As everyone is aware, within the U.S. and beyond, there is a Coronavirus outbreak. First and foremost, please do not panic! Although this is a serious virus, there are things you can do to try and protect yourself as well as eliminate the spread.

### From the CDC...

- Avoid close contact with people who are sick.
  - Symptoms are flu-like; fever, cough, shortness of breath.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
  - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
  - Always wash hands with soap and water if hands are visibly dirty.

PPG including gloves, masks and sanitizing wipes have been distributed to every team member in the field.



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## COVID-19 (novel coronavirus)

- Fever
- Cough
- Shortness of breath

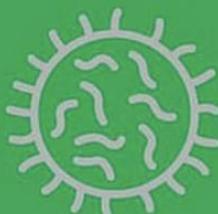
Learn more: [choa.org/COVID19](http://choa.org/COVID19)



## FLU

- Fever
- Cough
- Muscle aches and fatigue
- Sore throat
- Nausea and vomiting
- Diarrhea (sometimes in children)

Learn more: [choa.org/flu](http://choa.org/flu)



## COMMON COLD

(non-novel coronavirus)

- Cough
- Sore throat
- Aches and pains
- Runny or stuffy nose
- Watery eyes
- Sneezing



## ALLERGIES

- Runny nose
- Sniffling
- Sneezing
- Itchy, watery eyes



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