



# Discovery Claims Services Ltd.

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## Our Practices & Commitments in consideration of COVID-19:

**Updated: June 1, 2020**

Discovery Claims Services Ltd. highly values the health, safety and well-being of our employees, contractors, clients, contacts, and colleagues. When circumstances such as the COVID-19 outbreak arise, it is incumbent upon us to take appropriate measures in conjunction with these values.

### Current business operations:

In accordance with current recommendations of health authorities our office is carrying out the following:

- We remain available for telephone calls during normal business hours, 8 AM to 4 PM Monday through Friday.
- Couriers and suppliers are asked to call our reception desk upon arrival at **604-579-0191** and our helpful staff will ensure deliveries are handled in a practical and safe manner.
- Adjusters and administrative staff who do not need to be present in the office, (or who are prevented from being in the office), will generally be working remotely. We have technology in place to ensure our computer network and client data are readily and securely available. Our Adjusters continue to be able to serve our clients with little to no interruption. If you have any questions about communicating with our Adjusters during this time, please reach out to them by email or call their cell number noted on our website or call our receptionist at **604-579-0191** for more information.
- Office occupancy at the present time is limited to max. of 6 workers on premises.
- At any given time only 1 visitor is allowed.
- All workers and clients/visitors are to maintain a safe social distance of 2 m apart wherever possible.
- If this safe social distance cannot be maintained, office staff/visitors/clients are asked to wear non-medical safety masks.
- Hand sanitizer is readily available at the front entrance of our office.
- There is a 4-foot-high, 2-foot-wide barrier between office staff/visitors and our receptionist.
- All common area services and contact/touch points are cleaned at least twice daily.
- There is a one entrance/exit to the office. Persons passing through this doorway are to alternate and maintain a safe distance.

### Contact us:

As some of the changes we have implemented, or may need to implement in the future, may cause minor inconveniences in terms of communicating with us, we will be making all reasonable efforts to minimize any inconveniences. We appreciate your patience and understanding during this time. Your health and safety are our first priority. Should you have questions, please do not hesitate to contact your Discovery Claims Services Ltd. adjuster or, to **Pat Lodewijkx, [pat@dclaims.ca](mailto:pat@dclaims.ca)**

Sincerely,

Pat Lodewijkx  
President, Discovery Claims Services Ltd.

