



## Porterfield & Company CPA, PLLC - COVID-19 Advisory

Due to the COVID-19 outbreak, Porterfield & Company has activated its contingency plan. The intent of this plan is to provide for the ongoing health and safety of our employees, customers, clients and the community while ensuring seamless service operations for our customers and clients throughout this outbreak, as well as compliance with governmental regulations and public health guidance.

The plan identifies specific actions that help mitigate the risk of infection to our employees and clients. We have a response team that is monitoring the situation on an ongoing basis and implementing actions in accordance with our plan.

**All Porterfield & Company services are operational.** As a precautionary measure, we have implemented the following control measures designed to minimize the risk of impact to our services:

**Entrance restrictions** - We are only permitting employees to enter our offices. Furthermore, we are also restricting access to anyone who has a fever or other flu symptoms currently or within the last 24 hours, or has visited a COVID-19 hotspot in the past 14 days.

### **Customer and Client Drop-Off/Pick-Up Procedures**

**Harrison Office:** We will have a staff member meet customers and clients in a drop-off area set up outside of the office near the elevator on the second floor. Clients can place tax support on the table or we will deliver client work to this area. If clients have a question, we ask that they use their cell phone and call 741-3135 and we will direct them to the person they need to speak with.

**Fayetteville Office:** Clients will not be permitted to enter our lobby. All work will be exchanged through the mail slot or in the building common area. The Fayetteville office number is 479-287-4739.

**Delivery of Completed Tax Work** - We will deliver work through ShareFile folders and send signature documents through Right Signature. Tax Support can be picked up at a later date. For those that do not have email, we will mail the critical items they need to sign and enclose a self-addressed stamped envelope for return.

**Onsite work** - Starting Monday March 16th, Porterfield & Company will put in place that no onsite client or customer work will be scheduled.

**Social distancing** - We have instructed employees to use current best practices to avoid places with heightened social interaction.

**Remote work** - All employees who can work remotely are encouraged to do so.

### **Hygiene**

- Upon entering the office, wash your hands or use sanitizer.
- When leaving the office
  - Wash your hands or use sanitizer.
  - Disinfect your desk area included keyboard, phone and adding machine.
- Do not enter the office if you have any signs of cold or flu-like symptoms.