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How COVID19 is affecting your project with Kamloops Truss

Ryan and Cory would like to take this opportunity to thank all Kamloops Truss clients for their continued support and patience as the staff continue their efforts to provide quality materials with kind and efficient customer service. As the province moves forward with the reopening of some of its services, Kamloops Truss endeavors to continue to stay open whilst adhering to all social distancing protocols to ensure the safety of our staff and our clients.

What this means for you:

- 1.) Our office will reopen to the public June 1st, 2020 with limited access and a social distancing limit of two clients in the office at one time. **We ask that you refrain from visiting the office and contact our staff via phone and email. An email directory can be found at www.kamloopstruss.ca**

**UPDATE: All visitors to the Kamloops Truss offices MUST wear a mask.
Should you not have a mask one will be provided for you.**

- 2.) Our administration and design staff will be returning to work with rotating schedules.
 - We kindly ask that you continue to be patient and allow additional time to have your quote requests processed. This is as always, a busy time of year for our design staff and they are all working diligently to continue their services within the BC Health guidelines.
 - Our administration staff is available to assist with all inquiries. Should you need to process a payment please contact our office and our payment options can be provided for you. admin@kamloopstruss.ca
- 3.) Our production facility will remain in operation at reduced staff levels to ensure social distancing.
 - We endeavor to adequately schedule all projects as efficiently as possible. Due to the reduced production levels we can safely produce within the BC Health Guidelines, we are currently scheduling orders 3 weeks in advance.

**We kindly request all clients to:
provide a minimum of 3 weeks' notice for your deliveries.
Please email ryan@kamloopstruss.ca or call our office
(250) 374-3330 to update us with your current schedules.**

Again, we would like to thank-you for your support and invite you to contact any of our staff to assist you with your project as we **Stay Strong and Support** each other through this pandemic.

Kindest Regards,

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