

In these quickly evolving and challenging times we would like to reach out to our valued customers in regards to the steps we are taking to provide a safe environment.

We are monitoring the current recommendations from the CDC and our local government officials. Our procedures and policies will change as the COVID-19 outbreak evolves.

To maintain our commitment to our customers, while ensuring a safe work environment, we are currently taking the following precautions:

- Increasing cleaning and sanitation of all common areas, according to the CDC recommendations
- Following safe distances guidelines between team members and customers
- Suspending unnecessary travel and all speaking events

We encourage our customers to utilize the plant finder tool on our website to do research on plant options before visiting the garden center. To follow the safe social distancing recommendations our staff members will be limited to assisting customers with plants currently in the sales yard. We will be unable to take customers to the field to tag items at this time.

As the spring season arrives, we will implement outdoor checkout locations and procedures to encourage safe distances. While our staff will be following these guidelines and asking our customers to do as well, rest assured that they are still dedicated and committed in improving your landscape and outdoor spaces.

Our landscape department will continue to work through their installation schedules. In order to provide safe distances within their work trucks, multiple vehicles will be driven to the work site. Please be understanding in the additional trucks necessary during this time. As during normal times, our crews will never need access to your home. They will have everything they need to work outside in most conditions.

The landscape designers will meet with new customers as long as it is safe and permitted. Designs, estimates, and other communication can be handled with email and phone calls. Appointments at the garden center are currently suspended until the plants have been set out in the sales yard. The designers will let customers know when appointments at the garden center will resume.

We hope you and your families stay healthy, and we appreciate your support in keeping our community safe during these unprecedented times. We will continue to monitor the situation and update our website with any changes to our business practices or hours. You can call us at 419-287-4679 or check for updates at [www.NorthBranchNursery.com](http://www.NorthBranchNursery.com)

Thank you for helping us to maintain our highly quality standards and to encourage a cheerful spring season!