

# The Genuine. The Original.



**Overhead Door Company of  
Tucson & Southern Arizona™**

03/19/2020

Overhead Door Company of Tucson & So. AZ

Dear valued customers and community members,

As we closely monitor the latest COVID-19 updates, Overhead Door Company of Tucson continues to prioritize the health and safety of our employees, their families and the neighborhoods that make up our 1 million plus population in Southern Arizona.

What COVID-19 can do AND why take this seriously:

1. Basically - It attacks your lungs. Please read the CDC pamphlet published on their website.
2. Symptoms can be: Sore throat, cough, fever, difficulty breathing /shortness of breath, pain or pressure in the chest, fatigue, blue lips or face.
3. Many people have little to no symptoms but can be the carrier of the virus to people who are extremely susceptible. This is why there is such a need for social distancing and for practicing good hygiene.
4. The Chinese center for disease control - after studying the Wuhan epidemic - showed the following percentages for death by age group. 0 - 9 year old 0%, 10 - 39 year old .2% (2 out of 1000), 40 - 49 year old .4% (4 out of 1000), 50 - 59 year old 1.3% (1.3 out of 100), 60 - 69 year old 3.6% (1 out of 28), 70 - 79 year old 8% (1 out of 13), 80+ year old 14.8% (1 out of 7). This is why older people are taking it seriously but this is also why the younger people should take it seriously. You don't want to be the person who gave it to your mom or dad or anyone in the high risk situation.
5. In addition to these death rates, the Chinese are seeing that even those who were younger and caught the disease, many may have some long term lung issues they will be dealing with. Because this is so new they do not have enough data to work with fully identify the long term effects of this illness.

One great source for reliable information is the Pima County Health Department, go to [pima.gov](http://pima.gov) and select Health Department, then under Education and Outreach, select Corona virus (Covid-19). The Department's site has a continually updated section on the virus. You can find the criteria for being tested for the virus on that site as well.

We've taken proactive measures for business continuity and remain fully operational at this time, so you can expect our technicians to arrive at your home as scheduled. Our top priority, besides the health of our team members, is you – our customers

1. We have instituted increased cleaning protocols at our building.
2. Employees who have traveled recently or been exposed to large crowds have been asked to stay home for a period of time.
3. We are aggressively promoting and supporting traditional flu prevention methods with all employees, including encouraging employees to stay home if feeling ill.
4. We have implemented work from home capabilities for office employees.
5. We are continually monitoring news and directives from the Center for Disease Control (CDC), from the World Health Organization (WHO) as well as from all levels of government and will make any necessary adjustments in our business to comply as changes occur. We will continue to communicate any updates we have.

Most of all, let us continue to be kind to one another—at a safe social distance. Please be particularly aware of your neighbors who live alone. Social isolation is very hard for them. A telephone call can really make their day!

At ODC Tucson, we believe it is in challenging times that the power of exceptional service and support is needed most. Whether you just recently placed an order or will be in the future, the ODC Team is ready to support you.

Sincerely,

A handwritten signature in black ink, appearing to read 'AK Alcon', followed by the word 'president' written in a cursive script.

Arthur K Alcon

President/ CEO

Overhead Door Company of Tucson

[www.overheadtucson.com](http://www.overheadtucson.com)

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