

Our Covid-19 Response: What has Changed & What Hasn't

by Dana King, owner, Mod Glass

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In the current covid-19 lock-down, the Construction Industry is an essential industry, and we are part of it. We can work. Not only do we need to fulfill our obligations to existing clients, we can and should help those who call throughout the week asking us help to make their homes more functional.

Specifically, we started weeks ago by wearing gloves. We've added social distancing. Now our installers arrive wearing face masks too. Bottom line: we'll call you first to customize the install experience at your home or jobsite.

There isn't a playbook to pull off the shelf for this pandemic. I've found we need to lean into our core principles, and sprinkle in some common sense. We're pulling together to keep our clients and employees safe. Here are the core values that inform our actions:

1 - Find a Way

For current clients and projects, we've customized our approach. Despite ongoing challenges, we've managed to stay on schedule. This is because our team members are encouraged to "Find a Way" in close collaboration with our clients, suppliers, and trade partners.

2 - Follow the Law

We've been diligent in following the latest orders and CDC directives. Even though we are exempt from stay-at-home orders, we've encouraged our office staff to work from home as much as possible. We're wearing gloves and masks when out in public.

3 - Be Kind

We are professionals, but not "just there to do a job"; we look for ways to serve those around us. We are thinking about everyone more, and hope your home is a safe, functional, and comfortable place to be. Don't hesitate to remember we are your friends too, and we are happy to help with anything. Every kind expression helps!

4 - Practice Group Accountability

We always work to help each other, and keep egos in check. Our team members hold each other accountable - - not by finger pointing, but through sincere care and support so we all can achieve high standards of performance.

5 - Be Client-Focused

Our entire business is highly customized for each client and project. We're working out ways to social distance, sanitize, and keep work moving forward efficiently. Close communication and patience all around support this core value. Our clients want their homes to be functional and safe.

6 - See the Opportunities

As we settle into our new way of working, we remain focused on finding any silver lining we can, and capturing improvements for the long-term.

Our Commitment

We are here now and plan to be here when this is over because we choose to be. Our work and approach will change, in some good ways. We hope for a quick recovery, but are gearing up for the long haul...that's what we've always done. We have promises to keep! We have grit. There are families and homes who need us.

As we reflect, our response is not just a list of things we will do...it's more... it's how we can be our best selves in this time.

Warmest regards,

DANA KING