

Office Procedures During the Pandemic

The New Normal—for a While.

1. Our office will follow our published COVID-19 Preparedness and Response plan that may be found on our website www.lewisrusoe.com
2. We will not be conducting face-to-face tax interviews until further notice. We do this to protect our clients, ourselves and especially those who are most vulnerable.
3. Everyone who enters our office and waiting room will be required to wear a face covering if medically able.
4. Dropping off and picking up tax materials and completed returns will be **by appointment only.**

5. HOW DO I DROP OFF MY PAPERWORK?

- a. We will schedule a time for you to drop off your materials.
- b. **If you have a cell phone**, you may pull up to the back door of our office building, call us, and we will come to you to get your materials and have you sign any necessary paperwork.
- c. **If you do not use a cell phone** you may bring your materials into the office. When you enter our office, you will be required to wear a face-covering if you are medically able. At that time, you can sign any necessary paperwork. See #7 below.

6. HOW DO I PICKUP MY PAPERWORK OR COMPLETED TAX RETURN?

- a. You will be able to enter our office to pickup completed paperwork and to pick up completed tax returns. When you enter our office, you will be required to wear a face-covering if you are medically able.
 - b. If you prefer **not** to enter the office and you may pull up to the back door of our building, call us, and we will bring your material to you for signature. Payment will also be required at that time.
7. Only one person at a time will be permitted in the office (except for members of the same household e.g. spouses, parents, and children). Because of federal privacy rules, caregivers and drivers will be asked to wait in the hallway while their charge is in our office.
 8. Thank you for your cooperation during this confusing and trying time.