Tax Season 2021 Health & Safety Protocol

Today more than ever health and safety matters make cleanliness more important than ever. Jackson Hewitt, as a national brand, wants our clients to be confident in every interaction within our offices. We also want to ensure the health and safety of each of you.

2020 has been an unprecedented year and we appreciate your efforts in adapting to these changes. Heading into this new tax season with the ever-present COVID concerns we felt it necessary to go over the Safety Protocols we want everyone to follow within our offices.

1. Employees are required to wear face coverings in all offices. It can be either a mask or face shield. Masks must be either a JH logo mask or be plain with no symbols or words displayed.
2. Ask clients and third parties that come into your office to follow the local mandates to wearing face coverings. Disposable masks will be available in all stores.
3. Sanitize your area between each customer.
4. Bathrooms are to be closed to the public where applicable. A sign should be placed on both the front entrance and the actual bathroom doors to make customers aware.
5. Limit the numbers of customers to no more than 2 per family whenever possible and make sure customers are social distancing.
6. Utilize the limited contact solutions as much as possible.
7. We have added sneeze guards and modified workspaces to socially distance.
8. For COVID tracing we are required to keep a log of each person who comes into the office. Therefore, we are requiring every customer to be checked into the appointment calendar even if they are a walk in or drop off.
9. Please wash your hands a lot, use hand sanitizer and if you are not feeling well you should stay home.
10. Should any further federal, state or local orders be issued that impact our stores we will adjust and notify you accordingly.
11. Finally, if you have any questions or concerns with the health and safety of your offices, please get with your Area Managers first for assistance. If you still have concerns, please email me at [Lisa@rrd-jh.com](mailto:Lisa@rrd-jh.com).