

# Working with Diggable Designs

Elevating Your Space While Protecting Our Communities During COVID-19

In times like these, stepping out of the house and into the yard for some fresh air is a **great way to decompress and feel connected**. If staying home is the new normal for the moment, try to keep your head up by enjoying your outdoor spaces. Let your landscape be your sanctuary!

This is our continuing goal - to **create and maintain beautiful and restorative outdoor spaces**. Currently, our installation and maintenance teams, as well as most other landscape providers in Colorado, are continuing to work under the Essential Services category during the state-wide Stay-at-Home order. Although not all our services are critical to residences, several are, such as irrigation and plant health care. In order to be available to provide those services, we need to keep our doors open and maintain business, so we are there when you need us.

That said, we are doing so with caution and new safety measures. We are anticipating several scenarios and are developing ways to virtually serve our clients should we need to cease field activities. If you are currently working with Diggable Designs or considering hiring us for your next project or landscape maintenance, read on to learn how we are **serving our customers**.

## New Customers Seeking Design or Gardening Consultation

Dreaming up your ideal outdoor space is a wonderful way to channel your energy and look toward the future. With a little creativity, much of the interactions between you and your design team may happen without interruption. We will continue to design, bid and schedule work for the summer months, modifying these plans as necessary. Here is a revised take on the design process.

- The **initial phone call** with your designer is a good opportunity for them to get to know you and better understand your project goals. A good rapport and familiarity is in place before they visit the site.
- The next step is the **site assessment** and a creative brainstorming session. These meetings typically take place in-person, may include walking through your home,

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and require about 1 hour. This meeting must be modified to maintain social distance. We will avoid handshakes or home tours and look to you to confirm your space is large enough to maintain the recommended social distance. Alternatively, your designer may suggest a Facetime or Zoom session where you walk the designer through your project space while they ask questions and offer suggestions in real-time. Then they may visit your yard/space solo to take measurements and site inventory.

- We often perform much of the **designing and estimating** electronically. Your designer can send you PDF landscape plan files, along with pictures and sketches. While reviewing the landscape plan and estimate in person is ideal, these same video conferencing techniques can be applied to make sure the creative and technical ideas are well conveyed.

## **Protection of Current Customers and Crews**

- Crew members are practicing **social distancing** with each other and with clients. Working outside is a huge benefit when practicing social distancing. If you need to speak with your foreman, do so outside, at a distance of at least 6 ft. We will also be wearing face coverings while engaging with clients or crew members. Other tips include using electronic modes of communication, and setting up a single, daily check-in so interactions are minimized.
- Trucks have been equipped with handwashing stations and sanitization products for **maximum cleanliness**. Crew members are regularly sanitizing truck interiors and tools.
- Our **office staff** is working remotely and splitting shifts at the office. We have stepped up our cleaning routine at our building, disinfecting surfaces often.

## **How Can We Help?**

We love this time of year and look forward to working with people and fruition of projects. We will continue these efforts, but it will take a reduced and reimagined form this spring. Please let us know how we can better aid you. Whether this is the season to become the DIY gardener you always imagined, or the summer to invest more in your landscape, we support you finding peace and tranquility in your own backyard!