

Our first safety meeting regarding the Corona Virus was on February 28, 2020 following CDC guidelines issued at that time regarding hand washing and determining risk levels.

*This follow up was presented at our March 13, 2020, Safety meeting with more specific actions that we are taking to help contain the Corona Virus. We ask our clients to please help us with social distancing protocols. **You can help us most by letting us know if you or anyone in your household is ill when we schedule the appointment or before we come to the appointment.***

Meanwhile, we will be still be practicing wearing protective materials, hand washing and social distancing for all client interactions for the safety of our team and all of those whom we interact. We ask that you review this in advance of our appointment and cooperate with these practices.

Follow up COVID-19

As closures continue and people stay home, we may be asked to come into a home environment where someone is ill.

Protect yourself – Follow up practices since our last meeting:

Have you increased your...

1. Hand washing and use of hand sanitizer?
2. Practiced social distancing?
3. Working area – wipe down your van at least in the morning before you start driving and between service calls, then at the end of the day.

Wipe down the steering wheel and other parts that you touch at the beginning of the day and between jobs. In the office, we are wiping down countertops, door knobs and outlets as well as our desks and keyboards.

4. When accepting deliveries don't sign common area pads, have them sign on their side or write in your name. Don't sign on a driver's phone or ipad when in the office but give the driver permission to write in your name.
5. Change your Ipad use.

Wipe the case and screen to clean it. For those of you with a broken screen, now is the time to have the screen repaired so that it can be sanitized.

- A. Do not have your client touch your ipad and be wary of surfaces where you place your ipad. Put your ipad in a plastic bag before and after your use of it so that you know that it is still clean when you pick it up to use it. We have zip lock bags in the office.

- B. Review your job to the client verbally, read them your work description, the job total and ask if they want a rundown of the parts used. Let them know you will email this to them for their records but that for now, we don't want them to touch your ipad and are doing this to maintain social distancing.
- C. For credit card transactions use your gloved hand to handle the credit card, Also, ask for their permission for you to sign their name,
Print the name and put your initials after it.
Example: Luther Powers/jod

Scheduling the job.

We will be explaining that we are asking for assistance on the job. If the client is well, we wish to maintain social distancing. That means allowing six feet of space from the plumber as he does his job. If the client has work under a kitchen or bathroom sink or in a confined area, we will ask the person to stay out of the room. We will ask them to remove items before you arrive so that you will not have to also touch all of their things.

On the Job

There are degrees of protection that we will use if anyone in the home is sick or has been exposed to the COVID -19 virus we need to know this to prepare. If the response is that someone is sick. we will ask them to check back in with us 14 days after they have recovered or set up a reminder to check back in with the client.

There will be service calls that can't wait, water leaks or sewage stoppages. In these cases, these are the steps to take modeled after Home Care guidelines issued by the CDC. Again, the sick person should not have interactions with you when you are at the home. If someone is sick when we call them to let them know you are on the way or if when you arrive, they appear to be visibly ill:

1. Kindly ask them to be aware that we are following certain protocols to provide for you to safely help them-- including social distancing (6 feet away) from anyone in the household.
2. Put on protective equipment outside before you enter the home, new pair of gloves, shoe covers, protective suits and /or facemask. Or leave the house if you find out after entering to remove any items that have been exposed and to put on protective gear.
3. Ask the client to allow you to enter the home by leaving the door unlocked or if possible open for you to enter. If the door is closed use a gloved hand to touch the door knob.
4. If you are working with a team mate, tackle the work from opposite ends of the job.
5. Confirm with the client that you need to work in an area and that they need to move to another room while you are at their home working. This is for your health and safety and for the health and safety of others. Explain you will call out for them to alert them when you are finished for them to check the work after you have tested it and the work is done.
6. Let the client know that part of the protocol is to create air flow in your work area and you are going to open a door or window while you are there and ask if they want you to leave it open

when you are finished. When opening any internal doors or windows, use your gloved hand to do so.

7. If you are working in a bathroom or kitchen area, clean off the surfaces of the area that you working on before you start. If you are working on the toilet, you don't have to clean the sink or tub, just the fixture you are working on.
8. After you are finished with the job, clean off surfaces again.
9. Follow the ipad protocol above with the client so that they are not touching your ipad. Explain that you can send over the work order as follow up but are practicing social distancing and keep your distance.
10. After you have exited the person's home, remove your protective gear before entering your van. Do not reuse any of it. Dispose of the gear in the persons garbage if possible or if not possible in a disposal bag and put it into our dumpster before going to your next service call.
11. Wash your hands or use hand sanitizer after disposal of these items as soon as you can.

Don't panic but take precautions to protect yourself and our clients by following these protocols.