

Working in Customer Homes

Information for Simploy Partners/Clients

This bulletin regards HVAC, electrical and plumbing technicians; appliance repair persons; cable, internet and phone technicians; and other workers who must enter customer homes. These workers are very important, so it is essential to keep them safe so they can perform their valuable work. However, normal routines must be modified.

Important Facts

1. If a worker is sick, that person should stay home and not expose customers or co-workers to possible infections.
2. The virus is spread by respiratory secretions. Data shows that if a person coughs, secretions can be on some surfaces or in the air for a while.
3. But, in order to be contagious, the virus must be moist. When the coronavirus dries out, it is dead, and is no longer contagious.
4. Because the virus dries out quickly, clothing surfaces are not conducive for the virus. Unless a person sneezes or coughs directly on his clothes, a worker does not need to worry about washing a uniform or another item of clothing after each job.
5. It is not necessary for healthy people to use masks. If a person is not symptomatic, masks are not required or recommended. Healthy people who purchase masks are removing them from the system for medical workers who need them to take care of patients.

Specific Recommendations

1. Communicate with the customer in advance via telephone, email or text about the necessary protocols. Make sure the customer understands the conditions below. Discuss the details of the job to minimize time in the home.
2. Before entering the premises, ask if anyone in the home is currently sick or quarantined. If that is the case, postpone the job.
3. Do not shake hands.
4. The worker should tell the customer that he is responsible to make sure everything is as safe as possible, for all concerned.
5. Let the customer know that you are healthy, and that you plan to keep your distance – at least 6 feet apart.
6. Spend as little time as possible with the customer.
7. Take care of as much business as possible outside of the home.
8. If a customer has stated that no one is sick, but the worker finds that someone in the home is coughing or sneezing, postpone the job.
9. While in the house (and in general), the worker should not touch his face or mouth with his hands.
10. Clean, or avoid touching surfaces that may have been touched by the customer.
11. Take care of payments digitally if possible.
12. After the job is complete, the worker should clean his hands with sanitizer, or wash his hands with soap and water.
13. For workers who share vehicles, wipe down any frequently touched surfaces, like steering wheels, gear shifts and arm rests.