

Field Staff daily process

Before coming to work.

1. Health check and temperature reported to manager
2. Vehicle is clean and neat
3. Clothing is freshly washed
4. Wash hands before leaving house

Arriving to PWC

After entering the building, wash your hands. 20 second minimum.

Practice social distancing. Stay 6 feet away from your co-workers.

Keep items such as tools and tablets on your person. Do not set them on tables or floors.

Minimize time spent around others. If waiting on instructions, work orders, etc. spend that time in your vehicle.

Verify you have all PPE needed for the day's work. Gloves, hand washing supplies, disinfectant.

Wash your hands before leaving PWC.

Arriving at clients home

Call the client to verify the health of occupants at home. Clarify what it is you are working on that day and get as much information on the phone as possible. Explain what you will be doing and what they need to be doing to protect one another's health.

Sample:

"good morning this is Bill from PWC and I am at your house to repair your furnace. Is everyone in the house feeling healthy today? I have done a health check this morning and am feeling well myself. I will be taking extra precautions while I am in the house to protect both you and me. These will include wearing gloves, wearing a mask and disinfecting surfaces I will be working on and asking that you or any family members and pets not be in the work area for the duration of the project. I may also be opening doors and windows and keeping them open. Can you contain your pets in another area of the house? I also request that you wear a mask during my time in the house. What can you tell me about the problem you are having today?"

Before entering the house:

Set up your hand washing station.

Wash hands

Put on disposable gloves and shoe covers.

Put on mask or respirator

Entering the house and evaluating work to be performed

Have the client show you where the problem is.

Figure out the best path from work location to vehicle.

Touch as little as possible. Doorknobs, handrails, etc.

Evaluate work site:

Can you open windows and doors to create additional ventilation?

Can you disinfect the area before working?

Where will you put tools, materials?

Do you have the necessary tools and materials to complete the project?

Plan your work carefully to minimize trips to your vehicle and to minimize the number of tools required to complete the job.

Disinfect as is practical the area you will be working in.

Proceed with work, mindful of all traditional safety procedures. Safety glasses, work gloves etc.

Be mindful of what you are touching. Some tasks are not practical with disposable gloves on. Wash hands frequently while working.

Work Stoppages

If stopping work for break time, lunch time, leaving the site to get materials, do the following.

Inform the client you are leaving, what time you will be back and ask them to stay away from the work area.

Outside of home remove any PPE in an appropriate manner.

Wash hands

Material supply considerations. Can you call in an order for will call? If having to go to the store use precautions there as well. Wear disposable gloves and mask in the store, maintain social distances. Use hand sanitizer when getting in your vehicle.

Job completion

When all work is complete:

Cleanup work site. Remove materials and tools. Disinfect all tools before putting them back in the vehicle.

Disinfect work area and all areas of the house you came into contact with. Door knobs, handrails, windows, etc.

Inform the homeowner that work is complete. Give any specific instructions related to repairs.

When outside of the house remove PPE and wash hands.

Fill out the work order on your tablet and submit. Check in with your manager by text or phone call.

Arriving home

Before interacting with family or relaxing on furniture, remove clothing and shower.

Clothing is not to be used more than once without washing. Segregate clothing from other family members' clothing.

Personal items

Cell phones and tablets. Wipe down with isopropyl alcohol frequently.

Vehicles

Personal vehicles are to be neat and clean. The ability to effectively disinfect your vehicle is related to how clean it is.

Company vehicles are to be disinfected before AND after use.

PPE requirements beyond normal safety equipment

Disposable gloves

Spray bottle with approved disinfectant

Shoe covers

Hand washing station. (Cooler and hand soap)

Hand sanitizer with at least 60% alcohol for use when hand washing is not available.

Final considerations

These hygiene practices are imperative for PWC to provide important services to our clients. They will protect our clients, ourselves, our families, and all members of the community we come into contact with.

These hygiene practices may or may not come naturally, but they need to be in the forefront of your mind in order to become habits.

Do not hesitate to ask your manager for further guidance in the field.

Do not hesitate to remind your co-workers of these procedures if you see someone not following correct practices.

Project Manager Duties

1. Call clients to discuss the health of people at the home. Explain to the client will need to clear the work area of personal items. Explain that the customer will need to isolate away from the work area.
2. Confirm that the employee is healthy and has done a health check. Fill out the DODD screening questionnaire.
3. Confirm the employee has all necessary safety supplies.
4. Site check. Enter home only if absolutely necessary. Check that field staff has a hand washing station set up, disinfectant on hand, wearing gloves, shoe covers and mask. .

It's important to **CLEAN** (remove germs) as well as **DISINFECT** (kill germs with chemicals).

- **Cleaning** surfaces removes germs (but doesn't kill them).

Use soap/detergent to clean your hands, clean yourself, clean your clothes, clean dishes and cookware, and **clean any visibly dirty surface** that you regularly touch.

- **Disinfecting** kills germs on a surface *after* it has been cleaned. Regularly disinfect commonly-touched surfaces like doorknobs, tables, desks, handrails, keyboards, refrigerator door handles, steering wheels, consoles, knobs/dials, tablets and cell phones. Disinfect your tools after you use them.

To properly disinfect, allow the disinfectant to contact a surface for 6 minutes, then wipe away residue. Rinse with clean water if needed and let dry.

Disinfectants* effective for Coronavirus include:

- Diluted bleach solution – 4 teaspoons Bleach per Quart of water.
Never mix bleach with anything other than water.
New solution must be mixed DAILY (diluted bleach not effective after 24 hours). Spray bottles available in inventory.
- Isopropyl/rubbing alcohol with 70% alcohol - Do not dilute.
- Hydrogen Peroxide – Do not dilute.
- **ALWAYS follow instructions on the label**, and keep an SDS in your folder.
- Wear disposable gloves when cleaning and disinfecting surfaces, discard gloves after each cleaning. Wash your hands when done.

* For a full list, use the link below or Google search "EPA List N"

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Frequently Asked Questions

Q: When should I wear an N95 paper mask?

A: When entering a client's home for any reason, wear a paper N95 mask. This is the best available option for protecting the client from your exhaled air, and will also protect you.

Handle the mask only by its rubber straps (do not touch the front or back of the mask, even to re-adjust), and keep in a clean storage container when not in use. Your mask can be re-used until it becomes visibly dirty, or unless you come in direct contact with someone who is not wearing a face covering. Wash your hands before and after you put on your mask, and before and after you remove it.

Q: When should I wear my half-mask respirator? And what cartridges should I use?

A: When you are working outside and are within 6 feet of another employee, wear your half-mask respirator with N95 or P-100 filter cartridges.

You should also wear your half-mask respirator when entering a store to purchase supplies.

It is important to practice good mask hygiene: DO NOT touch your mask with an unwashed hand, do not touch the front of the mask to adjust or lift it up to speak to a cashier. Wash your hands before you put it on, before you remove it, and after you remove it. Keep the respirator clean and disinfect it at the end of each day's use.

Q: When should I wear a cloth face covering or a Fandana?

A: When you are working outside, wear a cloth face covering over your nose and mouth - a Fandana can be used when double-layered..

You should also wear a cloth face covering when you are in public, as long as you are able to maintain social distancing of 6 feet from others.

Note: If you will be working within 6 feet of another employee (e.g carrying heavy objects), or if you go into a store, wear your half-mask respirator with N95 or P-100 cartridges.

Also: Clients should wear some kind of face covering if they need to interact directly with PWC staff. If the client does not have any kind of cloth mask, give them a clean Fandana for them to keep and use.