In-Home Repair and Field Services during the COVID-19 Pandemic: Guidance for Customers

Hygiene and Physical Distancing Protocols during In-Home or Field Service Visit

- Wear masks during the service visit
- Clean and disinfect the areas and surfaces where the service provider will work before their arrival
- Limit the number of persons in the area and minimise person to person interaction
- If contact is made with the service industry worker or any items they touch, wash or sanitise hands
- Maintain a distance of at least 6 feet (2 metres) from others
- Open and close any doors for the service industry worker when they enter or leave to minimise touching of surfaces

Actions After the Service Visit

- Clean, disinfect and sanitise any touched areas or shared items, e.g. pens, door handles
- Wear appropriate PPE (masks, disposable gloves)
- Perform hand hygiene on completion


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