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

Assessing Risk

Conduct a risk assessment to identify risks and determine the necessary and appropriate health and safety measures to manage those risks.

Procedures for Worker Health and Safety

Ensure that health and safety policies are developed or updated to reflect any changes related to COVID-19.

Ensure that workers know and follow these policies.

These policies can include:
- Management of ill workers
- Processing of leave, e.g. sick leave
- Working from home safely
- Reporting illness

Employee Communication and Training

Share health and safety plans with workers; train them and keep them updated with current information.

Reinforce information on:
- Physical distancing
- Reporting/handling of illness for themselves or a customer
- Proper use of personal protective equipment (PPE)
- Cleaning and disinfecting protocols

Customer Communication and Engagement

Share COVID-19 health and safety protocols with customers in advance of visits.

Schedule visits by appointment, where feasible.

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Service Industry Worker Health and Hygiene

Workers should:

- **Stay at home** if they have COVID-19 like symptoms, e.g. fever or cough, and **report illness** to their employer.

- Cough or sneeze into their **bent elbow**, or use a disposable tissue.

- **Wash hands** with soap and water, or use an alcohol-based hand sanitiser (60-80% ethanol or isopropanol).

- **Avoid sharing** tools and equipment, if possible. If not feasible, disinfect properly after each use.

Personal Protective Equipment (PPE)

PPE should be provided for workers.

Workers must wear appropriate PPE (masks, gloves, shoe covers) for their task and risk level.

Administrative Controls

Ensure workers know and follow policies and guidelines on:

- Requirements for entry
- Physical distancing
- Hand sanitising
- Cleaning after completion of job

- **Offer phone or virtual services** where possible.

- **Provide and maintain an adequate supply** of soap, paper towels and hand sanitisers.

- If the service is to be carried out in the customer's home/office, **limit the number of persons in attendance**.

- If workers become ill, the company must inform the customer and the service visit must be **cancelled or rescheduled**.

- The same applies to the customer. If the customer becomes ill, the visit must be **cancelled or rescheduled**.