In-Home Repair and Field Services during the COVID-19 Pandemic: Guidance for Service Industry Workers

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

- Limit the number of workers on a visit and maintain a distance of at least 6 feet (2 metres) from others.
- Notify the customers of all procedures on arrival and wait for approval to enter; do not shake hands.
- Do not consume food and drink on the customer’s site; take any breaks outside.
- Perform hand hygiene before entering the premises and donning gloves, and during the service visit as necessary.
- Keep the activity time involved as short as possible.
- A disposable work mat should be taken on visits; tools or items needed for work should placed on this mat.
- Open doors and windows where possible or increase ventilation rates of air conditioning systems.
- Avoid using the customer’s bathroom and sinks. If necessary, perform hand hygiene and put on a second set of disposable gloves.
- Physical barriers should be considered if a considerable length of time will be spent working in a home or office space.
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**Actions After the Service Visit**

- Clean and sanitise all tools, equipment or items used in the visit in a designated area
- Use disposable bags to contain discarded items
- Send an electronic receipt to customers where possible
- Dispose of PPE and perform hand hygiene using hand sanitiser after the service visit. Wash hands with soap and water for at least 20 seconds upon arrival at home or in office
- Ensure appropriate and adequate cleaning supplies are in the service vehicle and at the company office

**Transportation and Use of Service Vehicles**

- Wear masks if two or more persons are travelling together
- Limit the number of persons in the vehicle to one, if possible
- Limit the use of air-conditioning in favour of natural fresh air
- Consider putting workers on shifts or acquiring extra vehicles where needed
- Perform hand hygiene before leaving for the service call, prior to entering the customer’s home/office, and before entering the vehicle at the end of the visit
- Frequently sanitise high-touch areas in the vehicle, e.g. door handles, steering wheel, seatbelts