

## **CHECKLIST FOR ENTERING OCCUPIED CUSTOMER HOME OR BUSINESS**

**IMPORTANT REMINDER:** This checklist applies to all employees and our subcontractors.

### **DO NOT ENTER IF:**

- You do not have all required PPE.
- You are sick or have any cold/flu-like symptoms (such as fever, cough, shortness of breath or difficulty breathing, chills, repeating shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell).
- You answered “YES” to any questions on the Daily COVID-19 Questionnaire (JHA Addendum) and your ability to remain at work has not been approved by HR.
- The customer is sick or has any of the above-noted cold/flu-like symptoms.
- You have verbally reviewed all five (5) questions on the Daily COVID-19 Questionnaire with the customer and (1) any answers are “YES”; or (2) they refuse to answer all five questions.
- You feel unsafe to proceed based on communication with customer or your own observations.
- There are no adults home (there must be someone over the age of 18 at home).

**If you do not enter, please contact your supervisor immediately.**

### **PPE REQUIRED TO ENTER:**

- Clean/washable or disposable coveralls.
- Disposable paper face mask or clean/washable cloth face covering.
- Disposable gloves (latex or nitrile).
- Disposable shoe coverings/booties.
- Safety glasses with optional anti-fog wipes.
- Hard hat.
- Plastic trash bag for disposable PPE and any used anti-fog wipes.
- Second plastic trash bag for washable PPE.
- Make sure soap/water, disinfecting wipes, disinfecting spray (with paper towels), and/or hand sanitizer are available at the work site.

**IMPORTANT NOTE:** An employee will need one coverall, one face covering/mask, one set of gloves, and one set of shoe coverings for each individual customer premise where entry is required. Except for safety glasses and hard hats that have been cleaned before entry, do not wear the same PPE into more than one customer premise. For face coverings, if required to wear a face covering in a vehicle due to more than one person in the vehicle, do not wear that same face covering into a customer premise.

### **BEFORE ENTRY:**

- **Politely discuss safety precautions and scope of work with customer while maintaining at least six feet of social distancing.** This initial discussion should take place while wearing a face covering only. Employee should knock on the door, step back to maintain at least 6 feet of social distancing, and then proceed with polite discussion informing the customer of the general scope of work and the safety precautions that will be taken.
  - Precautions to discuss:
    - (1) Required PPE;
    - (2) Social distancing, including no handshakes;
    - (3) Keeping any children and pets away during work activity;
    - (4) Asking customer to make sure all doors/access ways are open to avoid touching door knobs, etc.
    - (5) Verbally review all five (5) questions on the Daily COVID-19 Questionnaire with the customer, including whether anyone present is sick or has any cold/flu-like symptoms. If any answers are “YES” or the customer refuses to answer the questions, do not enter and call your supervisor.

- Clean tools, safety glasses, and hard hat with soap/water or disinfecting wipes or spray. For any tools that can't get wet (e.g., hand striker), clean as much as possible.
- Have a plastic trash bag open and ready for any disposable PPE after exiting customer premises.
- Have a second plastic trash bag open and ready for any washable coveralls and cloth face coverings after exiting customer premises.
- Wash hands for at least 20 seconds (if soap/water not available, use hand sanitizer).
- Inspect and don PPE. Do not touch face (especially eyes, nose, mouth), especially when putting on safety glasses and face covering. Put disposable gloves on last.

**IMPORTANT NOTE: If an employee must enter the same customer premise multiple times in one day, the employee may use the same PPE throughout the work at that specific location; but the employee shall not enter any other homes or businesses in the interim.**

**WHILE INSIDE:**

- Practice social distancing, including not shaking hands and maintaining at least 6-feet of social distancing at all times. Wear the required PPE at all times, keep an eye out for children and pets, and ask the owner to open all doors and access ways.
- Do not touch your face (especially eyes, nose, and mouth).
- Do not touch anything, unless absolutely necessary to perform the work.
- If necessary, use disinfecting wipes or clean with disinfecting solution and paper towels on surfaces where you will work.
- When work is complete, politely advise customer of any issues found.

**AFTER EXIT:**

- Clean tools, hard hat, and safety glasses with soap/water, disinfecting wipes, or spray and paper towels. For any tools that can't get wet (e.g., hand striker), clean as much as possible.
- Remove and throw away any disposable PPE in plastic trash bag. Be sure to follow proper procedure for glove removal, including turning gloves inside-out as you remove them.
- If any washable coveralls or cloth face covering was used, store in separate plastic trash bag to be washed at end of day.
- Do not touch face (especially eyes, nose, and mouth) while removing PPE or cleaning any tools/PPE.
- Store two plastic trash bags on truck, separate from driver compartment. When appropriate, tie them down and make sure that they do not have the ability to fall off the truck.
- Wash hands for at least 20 seconds.

**END OF DAY:**

- Dispose of first plastic trash bag and disposable contents. Dispose of in proper trash receptacles (don't litter).
- Dispose of second plastic trash bag containing washable PPE, and wash any washable PPE used on that work day. Wash hands again.
- Safely store all clean and reusable tools and PPE, including hard hat and safety glasses.