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COVID-19 Safety Policy for Service

4/20/20 v2

Employee Health Protection – ZERO tolerance

The following applies to all employees:

- ZERO TOLERANCE FOR SICK WORKERS REPORTING TO WORK. IF YOU ARE SICK, STAY HOME! IF YOU FEEL SICK, GO HOME! IF YOU SEE SOMEONE SICK, SEND THEM HOME!
- If you are exhibiting *any one of the symptoms below*, you are to report to your supervisor (via phone, text or email) right away, and head home from the job or stay home if already there.
- If you notice a co-worker showing signs or complaining about such symptoms, he or she should be directed to their supervisor (via phone, text, or email), and asked to leave the job immediately.

COVID-19 Symptoms:

- Fever
 - Cough
 - Shortness of Breath
 - Sore Throat
 - Abdominal pain and/or diarrhea
 - Body Aches
 - Loss of taste or smell
- Prior to starting a shift, each employee will self-certify, in some form of communication, to their supervisor/service coordinator that they:
 - ✓ Have no signs of fever or a measured temperature above 100.3 degrees or greater, a cough, a sore throat, abdominal pain, diarrhea, or have had trouble breathing within the past 24 hours.
 - ✓ Have not had close contact with an individual diagnosed with COVID-19. Close contact means living in the same household with a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in direct contact with secretions (e.g., sharing utensils, being coughed or sneezed on) from a person who has tested positive for COVID-19, while that person was symptomatic.



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- ✓ Employees exhibiting symptoms or unable to self-certify should be directed to leave the work site and seek medical attention. They are not to return to the work site until cleared by a medical professional.

General On-the-Job Guidance to Prevent Exposure & Limit the Transmission of the Virus

- Prior to arrival, Residential - our customer service or sales team will contact the customer to verify that there are no concerns. “If you or a family member in the home is sick with flu-like symptoms and we are scheduled to do work inside your home during this time, we would ask you to call us and reschedule”
Commercial Service – The internal operations team will verify with our client that there are no COVID19 safety concerns at their facility. If a client makes us aware of a positive COVID19 case at their facility, management will reach out to the client to ensure their facility was disinfected per CDC guidelines, and that they are following safe practices to prevent the spread of the virus, before an associate is permitted on site. If there are any safety concerns, we will ask to reschedule for a later date when the concerns have been mitigated.
- Use a new pair of booties (residential) and latex gloves and/or sanitize your hands with each site you visit. Put on a new pair before entering the residence or facility. Remove and discard once completed with the job. Be mindful of what you touch in your vehicle with the gloves on and refrain from getting into the cab unless you use hand sanitizer first.
- All personnel shall wear a mask upon first entering the home. It is recommended that cloth masks be washed daily.
- **Effective 4/19/20 All PA workers** are required to always wear a mask regardless of social distancing, unless outside and social distance is maintained.
- Wash hands often with soap for at least 20 seconds or use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth area. Safety glasses and a mask will help with this.
- Follow procedures by properly washing or sanitizing your hands many times throughout the day (before/after eating, using the bathroom, after using any shared tools or office items, etc.).
- Avoid gatherings of more than 10 people and practice social distancing outside of work.
- All shared/community vehicles should be cleaned with sanitizer prior to operating and completion of using vehicle. This includes all door handles, steering wheel, seatbelts, consoles, or anything that would be touched by yourself or another occupant.



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- Only team members that are asymptomatic are permitted to work. If you are sick or experiencing any of the symptoms, please contact your supervisor and stay home.
- In the event you do not feel safe after taking all the necessary precautions, you have the right to remove yourself from any unsafe situation; this now includes contact with someone who has flu-like symptoms.
- Minimize touch points, I.e. do not put tools on counters or touch surface areas unnecessarily.
- When possible, refrain from having the customer touch and or sign the tablet. If that is not an option, wipe down tablet/pen with disinfecting wipe after each service visit.

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