

COVID-19 Procedures for Working in Customer Homes



Although there has been a change in national covid restrictions, guidance is still in place for working inside customers' homes. To keep all our customers and staff as safe as possible, we carry out our own risk assessments, and we are aware of high case numbers within our operating area. We take extra precautions as a large number of our customers are vulnerable, and we work in

care homes etc.

Before we visit, please confirm:

- **No one** has any of the **Covid-19 symptoms** (persistent cough, high temp, loss of taste or smell)
- **No one is self-isolating** or has been recently diagnosed with Covid-19 or awaiting a test result.

We require our customers to:

- ✓ Leave all possible **windows/doors open** to allow **good ventilation** in the areas we will be working. *(Engineer will contact when on way with ETA)*
- ✓ Maintain social distance at all times and wear a face covering if possible.
- ✓ Please go into another room/area while we are working inside your property and leave the engineer to carry out the required works.
- ✓ Engineers may wear Personal Protective Equipment to keep both them and you safe. This is only as a precaution and nothing to be alarmed about.
- ✓ We will limit the amount of time you need to be inside the home as much as possible and avoid entry if possible where work can be completed/assessed externally.
- ✓ Any discussions to be held outside.
- ✓ Please inform us if anyone in the household to practice shielding/is clinically vulnerable.
- ✓ **AFTER** The Work Is complete, Please; Disinfect all areas where the engineer has worked, especially doors handles and contact areas.
- ✓ Please update us immediately if the situation changes any time before time of visit or you have any symptoms prior to our visit.

Please see our [coid-19 procedures & risk assessment](#) and government official guidance for working in people's homes for more information. Please ask us if you are unsure about anything or have any concerns. Please visit <http://www.covid19.city-aerials.com> for more information and updates.