

**Purpose:**

This job aid provides employees with protective measures against Coronavirus (COVID-19) when it is necessary to have direct contact with customers (e.g., entering customers' homes/businesses). These actions will help you protect yourself and prevent the spread of viruses including COVID-19. This guidance is based on the best practice recommendations from the Centers for Disease Control (CDC) and OSHA and are subject to change.

**Scope:**

Employees that enter customers' homes/businesses for service or emergency work.

**When working in a customer's residence, always follow these practices:**

- Avoid personal contact (including handshakes and sharing items)
- Wash and disinfect your hands regularly
- Avoid touching your mouth, nose and eyes
- Stay hydrated
- Clean and sanitize your workplace surfaces and home
- Wear a mask or face covering
- **Maintain a 2-meter (6 feet) distance between yourself and others when possible.** Your leader will have instructions specific for your work environment, including daily safety, operations and office meetings

**CV1 – No Known Illness (Normal Conditions) Risk Determination**

1. Determine by observation or questions if the residence is under quarantine or if the customer(s) are currently exhibiting any signs/symptoms of illness. **Note:** symptoms may appear 2-14 days after exposure to COVID-19.
2. Ask the customer:
  - a. Is anyone at the location positive for COVID-19, currently under quarantine or isolation protocol for exposure, or exhibiting symptoms related to COVID-19?
  - b. Does anyone inside currently have a dry cough, fever, chills, muscle pain, sore throat, shortness of breath, or a new loss of taste/smell?
3. If the answer is "yes," or symptoms are observed go to CV2 instructions.
4. If the answer is "no", tell the customer

"it is part of my protocol to ask you to move to a separate room. If you are uncomfortable or unable to move to a separate room I would ask you wear a face covering and insist you maintain a 6-foot 'social distance' separation"





**Note:** If the customer does not accept social distancing, please call your supervisor for guidance.

5. If practical, request shared spaces where work is performed to have good air flow such as turning on the A/C or opening windows.
6. If none of the occupants have been quarantined or volunteer to having symptoms, proceed with the planned work.
7. If the customer asks you about your health, say:

“As advised by my company, I’ve continued to follow CDC recommendations to protect myself and prevent the spread of viruses, including COVID-19, such as washing my hands frequently and staying home when not feeling well. In addition, while inside your premise I will be wearing a mask per my company policy”

**Entering a residence where occupants are not quarantined or show symptoms of illness:**

1. Follow all standard safety precautions.
2. Wear PPE provided by company.

a. Shoe Covers	 
b. Cloth face covering or surgical mask	
c. Disposable Gloves: Before entering a premise to perform any job function that would require additional hand protection, wear disposable gloves under work gloves. Remove both pairs of gloves after the work has been completed and wash hands	

3. Once job is complete, remove and place all used PPE in a plastic trash bag and dispose as normal trash. Cloth face coverings and surgical masks can be re-used.
4. Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitizer.

**CV2 – Known Illness Risk Determination – Supply and Emergency only**

1. This customer is known or suspected to have COVID-19. Therefore, risk is already determined.
2. Advise customer:

“As you see, I’m wearing some Personal Protective Equipment to perform work on your order. As an extra precaution for our health and safety, it is part of my protocol to insist you to move to a separate room or remain outside. Once you let me know where your gas appliances are





located, I'll do my job and inform you when I'm done."

**Note:** If customer does not accept requests to remain in another room, please call your supervisor for guidance, and check number 5 below.

3. If the customer asks you about your health, say: "As advised by my company, I've continued to follow CDC recommendations to protect myself and prevent the spread of viruses, including COVID-19, such as washing my hands frequently and staying home when not feeling well. In addition, while inside your premise I will be wearing a mask per my company policy"
4. For emergency orders (leaks/CO), consider performing meter turn off and outside leak investigation prior to putting on PPE and entering premise.
5. To enter a CV2 location, the customer must provide a barrier between you and them during entry. If you cannot maintain social distancing, STOP. DO NOT ENTER. Supply work can be rescheduled. For emergencies, make safe. If after make safe is complete, you need emergency responders to help complete the job, such as for helping relocate a customer to enable social distancing or to help investigate an inside location, call Dispatch to have them request this assistance

### Entering a residence where occupants are quarantined or show symptoms of COVID-19:

1. Follow all standard safety/emergency response precautions.
2. Wear and remove PPE when provided by company

a. Cloth face covering or surgical mask	
b. Disposable or fire-resistant (FR) coveralls	
c. Shoe Covers	
d. Disposable Gloves: Before entering a premise to perform any job function that would require additional hand protection, wear disposable gloves under work gloves. Remove both pairs of gloves after the work has been	

3. Once you've completed the job, remove PPE, place coveralls in a plastic bag. Disposable coveralls should be placed in the garbage. Reusable coveralls must be laundered before their next use
4. Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitizer.
5. If a red tag is required, ensure all information is properly documented on the card. Leave card on



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appliance or with customer. A picture of the red tag should be attached to the SAP order, make a note of the SAP order on the red tag and that it was not signed because of the COVID-19 procedures. Also, send an email to your Supervisor with the picture and address. A signature will not be required for CV2 guidelines. The Supervisor should forward this email to [contractorservicesprojects@washgas.com](mailto:contractorservicesprojects@washgas.com)

### **Additional References:**

- JHA for Operations Work Rev. 5/27/20
- Procedure for Disinfecting Vehicles, Tools & Equipment Rev. 4/15/20
- Customer Leave Behind Letter