

Service Provider Safety Checklist for COVID-19

Print out this checklist, share it with your service providers, and stay safe out there.

- **If you can, work remotely.**

The first step is working remotely, if you can. If you can't, restrict all office visitors, effective immediately, with case-by-case emergency situations.

- **Screen for fever and respiratory symptoms.**

Implement active screening of service providers and office staff for fever and respiratory symptoms with an Infrared Forehead Thermometer.

- **Confirm your customers are healthy.**

Communicate with the customer before the job to gauge their health and their family's health.

- **Innovate with contactless communication.**

Implement video chat into your customer outreach to see if it's necessary to roll a truck or if the job can be serviced via video chat.

- **Stagger service provider work schedules.**

Stagger work schedules to avoid too many service providers in the office at all times.

- **Meticulously disinfect tools and trucks.**

Disinfect all vehicles and every piece of equipment after each use. This prevents the spread from surface to surface.

- **BYOB - "Bring your own bottle."**

Avoid company-shared water bottles by bringing your own to work. Make sure to bring it home, and wash it every night.

- **Wear shoe covers and gloves for every job.**

Wear new shoe covers and protective gloves right when you enter the homeowner's home. This helps ensure cleanliness and also puts the homeowner at ease.

- **Implement contactless payments.**

Implement paperless billing, credit card payments, digital receipts/invoices, etc. so that you and the homeowner don't need to touch anything.

- **Always social distance.**

Stay a minimum of 6 feet away from customers and other service providers at all times and if you're feeling a little under the weather, stay home.

