

COVID-19

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# DEVELOPING YOUR OWN PRACTICAL STANDARDS

# SUGGESTIONS FOR IMPLEMENTING PRACTICAL COVID-19 PROCEDURES (RESIDENTIAL)

- ▶ INTERNAL PROCEDURES
  - ▶ TRAINING
  - ▶ DAILY ROUTINE
  - ▶ TRACKING
  - ▶ OFFICE PROCEDURES
- ▶ EXTERNAL PROCEDURES
  - ▶ CLIENT COMMUNICATIONS AND EXPECTATIONS
  - ▶ SANITIZATION STATION
  - ▶ MEASUREMENTS (IN THE FIELD)
  - ▶ MITIGATIONS (IN THE FIELD)

# TRAINING

- ▶ Ensure all staff have the proper training for their specific job description
- ▶ Document and record all training (internal and external)
- ▶ Educate your customers on your COVID training
- ▶ Internal - Train on your own COVID procedures, gather signatures from all employees that they will follow the new COVID guidelines
- ▶ External - Have your staff complete COVID training (This session or other relatable training)



## DAILY ROUTINE



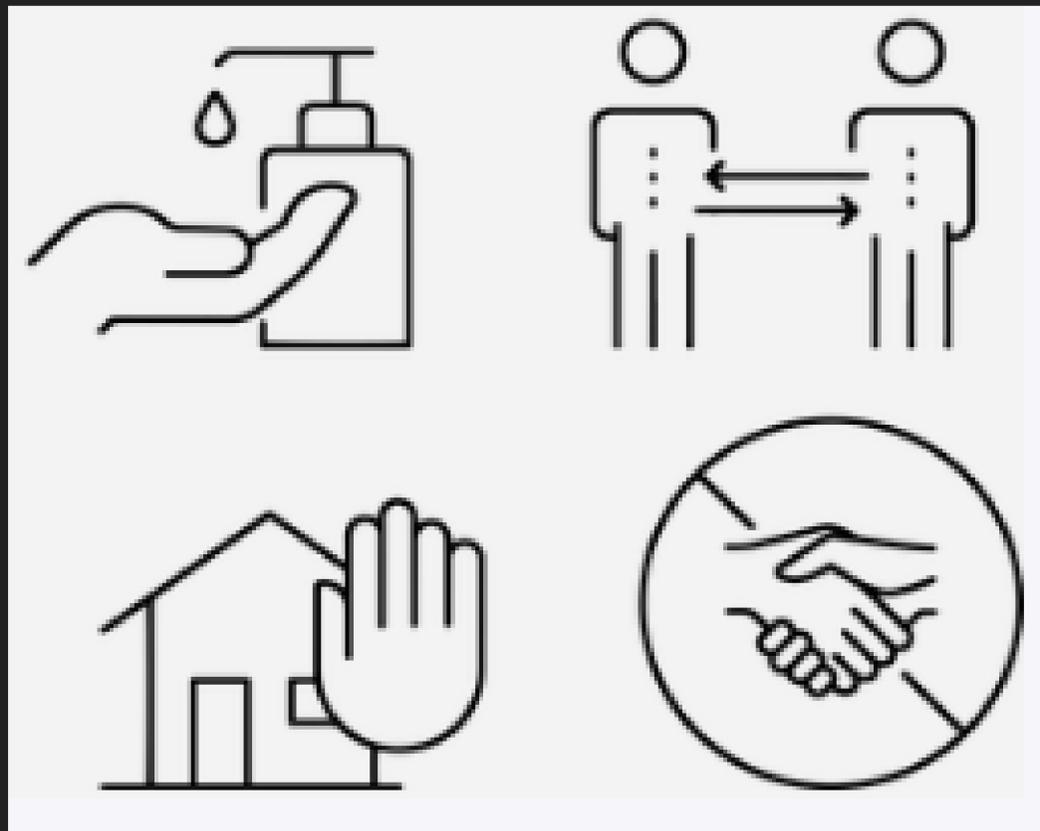
- ▶ Daily Questionnaire to your entire staff
  - ▶ Use HC guidelines for these questions
    - ▶ Travel outside province, symptoms and any COVID contacts?
    - ▶ Document and Share
- ▶ Client answers at scheduling time.
- ▶ Updated answers from clients (24 hours)

## TRACKING

- ▶ Track all education (formal & informal)
- ▶ Maintain signed copies from all employees on all procedures/protocols.
- ▶ Track all responses to employee morning health questions.
- ▶ Track all responses to customer health questions.
- ▶ Document any situation that was “out of the norm”
- ▶ Communicate “out of norm answers with in field employees and get configuration form employee on how they feel about the situation. And Vice Versa
- ▶ Document, document, document.



## OFFICE PROCEDURES



- ▶ Floor Stickers to ensure social distancing (as required)
- ▶ Hand Washing signage
- ▶ Maximum capacity in each office or meeting room.
- ▶ Clear, understandable signage
- ▶ Having PPE available to staff and visits customers.

## CLIENT COMMUNICATIONS & EXPECTATIONS

- ▶ Don't keep your COVID policies a secret
- ▶ Your clients will feel better if you tell them how you are handling their health.
- ▶ Initial communication should set the pace for your transaction
- ▶ What have you done as a business owner to protect them and your community?
- ▶ What do you expect of them to protect your employees?
- ▶ Clear and Concise messaging is important.
- ▶ Waiver?



## SANITIZATION

- ▶ “Clean Room” cab of truck
  - ▶ Nothing contaminated comes in here
- ▶ Sanitization Station Truck tailgate
- ▶ Come here immediately on exiting the home, with all tools that were in the home.
- ▶ Leave tailgate open when working, do not touch door knobs or truck handles etc.



# SANITIZATION STATION

- ▶ Sanitizer (60% Alcohol or better)
- ▶ Disinfectant (WHMIS info)
- ▶ Disinfecting wipes
- ▶ Paper towel/shop towels
- ▶ Garbage can
- ▶ Nitrile gloves
- ▶ Clean Boots
- ▶ Masks
- ▶ Sanitization bucket
- ▶ Alcohol wipes (electronics)
- ▶ Hand soap and water



# GLOVES

- ▶ The virus is not transmitted through the skin.
- ▶ Gloves do not protect the wearer from contracting the virus.
- ▶ Gloves, if used, should be disposable and should be treated as contaminated refuse.
- ▶ Gloves should only be used if proper donning and doffing techniques are used.
- ▶ Gloves can be used as a cue to refrain from touching your face or person.
- ▶ If not wearing gloves, make sure to wash you hands often, after touching a potentially contaminated surface.



# RADON MEASUREMENT (IN THE FIELD)

- ▶ Wear gloves when entering the building
- ▶ Gloves should be considered “contaminated”
- ▶ Don’t touch your face
- ▶ All devices you touch with gloves are “contaminated”.
- ▶ Bring in disinfectant and wipes when you enter
- ▶ Don’t touch your phone with gloves, or if you do, sanitize it too.
- ▶ Tool bucket for equipment that needs sanitized. (Bucket too)
- ▶ Use alcohol wipes for sensitive electronic equipment upon exiting.
- ▶ Any equipment left in the house should be considered “contaminated”
- ▶ Wear a mask if a fear of coughing or sneezing or offer to wear a mask for client comfort or as directed by province.



## RADON MITIGATION (IN THE FIELD)

- ▶ Same as measurement above
- ▶ Remember ALL equipment that enters the home should be disinfected once you exit the building.
- ▶ Much more equipment with a mitigation
- ▶ Bring in disinfectant as tools should be sanitized before being placed in their cases.
- ▶ Disinfect your mitigation system post soap test (pipes, fan housing, sump pit covers, etc.)
- ▶ Create checklists for yourself or your team.
- ▶ Nitrile gloves will rip when mitigating, wear work gloves and sanitize them like a tool. Wash your hands often!



## BE THE PROFESSIONAL THAT YOU ARE

- ▶ We are all concerned about our fellow Canadians' health, that is why we are Radon professionals. Show them with your words and more importantly, with your actions!
- ▶ When you are in their driveway sanitizing your tools, remember that all of the neighbours (read potential future clients) are also watching what you are doing.
- ▶ Make them feel comfortable knowing that they can trust you with their family's health.

