

## Safe working in customer homes – Coronavirus / Covid 19

50plus will undertake work within with a customer's homes or places of business providing that guidelines are followed to ensure everyone's safety. Please be aware of and follow as far as is practical and appropriate the following guidelines.

### Booking office

- We can use technology to reduce the required number of visits to customer premises. We can accept photographs and videos by email and WhatsApp. Refer to the 50plus web site 'contact us' page for further information.

### Service Providers

- Where circumstances make it sensible use a mask when entering and leaving premises and if feasible when working, use hand sanitizer on arrival and departure.
- Maintain appropriate social distancing and if this is not possible, avoid close proximity between individuals for longer than 15 minutes at a time. If social distancing is not always possible wear a face mask in enclosed spaces.
- For internal work, arrange for the customer to be in a different location in the property. Avoid contact with any vulnerable members of the household.
- Where possible ensure good ventilation in working area(s).
- If on a longer job, only consume your own food and drink. Where feasible take breaks outdoors or in your van.
- In a high-risk facility, such as a care home, personal home or medical facility or hospice where there are vulnerable people, follow the on-site guidance and if need be wear full PPE which should be available on site.
- Take payments by card or ask the customer to make a bank transfer. It's simplest if the Service Provider or customer telephones to pay by card. Try to avoid person to person contact. Do not accept cash.

### Customers

- Please clean internal surfaces, baths, basins, toilets and door handles the service provider will be working or use with disinfectant before your service provider arrives and after he/she has departed.
- Open internal doors the service provider will use before his/her arrival.
- Keep any children and pets away from the area of work.
- Maintain social distancing as far as possible.