

Number: EHSIG001	Subject: Interim Guidance for Customer Home Visits	
Page 1 of 4	Version: 1.2	Issue Date: 03/05/2020
Approved for use by:	COVID-19 Response Team	

1.0 Purpose

- 1.1 This interim guidance is intended for departments conducting regular visits to customer homes including water conservation inspection or as a response to customer requests.

2.0 Scope

- 2.1 This guidance applies to all employees, including water conservation inspectors and field service inspectors, who anticipate close contact with persons with possible COVID-19 in the course of their work during customer home visits.

3.0 Prerequisites

- 3.1 None.

4.0 Responsibilities

- 4.1 The frontline supervisor is responsible for each team to receive the necessary training for this interim guidance.

5.0 Procedure

- 5.1 Prepare for your visit. Make sure you have nitrile gloves, disinfectant spray, clean wipe cloths, and safety glasses in your vehicle.
- 5.2 Wear your nitrile gloves before exiting your vehicle for the home visit.
- 5.3 Wearing safety glasses is strongly suggested to help protect your eyes from possible airborne droplets.
- 5.4 When entering a home, politely decline shaking hands and ask the following questions:
- Has anyone in your house traveled in the last 14 days to regions on the CDC's COVID-19 Travel List? [Check the [CDC website](#) on the day of the visit for an updated list of countries.]

Number: EHSIG001	Subject: Interim Guidance for Customer Home Visits	
Page 2 of 4	Version: 1.2	Issue Date: 03/05/2020
Approved for use by:	COVID-19 Response Team	

- Has anyone in your house been told that you have or are suspected of having COVID-19?
 - Does anyone in your house have symptoms of COVID-19, such as a fever, cough, or shortness of breath?
- 5.5 If any of the answers to the abovementioned questions is “yes,” politely excuse yourself, leave the house, and call your supervisor. Otherwise, proceed with the home visit.
- 5.6 If you feel unsafe, remove yourself from the home and contact your supervisor.
- 5.7 Pay attention to what you touch. Limit contact with surfaces and physical contact with people as much as possible.
- 5.8 During home visits, avoid touching your face.
- 5.9 If any food or drink is offered, politely decline stating it is against company policy.
- 5.10 Immediately following the visit, remove your gloves before entering your vehicle using the technique shown in **Appendix A: How to Remove Gloves**. Dispose of them safely in the provided trash bags. Immediately wash your hands with soap and water for 20 seconds. If there is no water available, use hand sanitizer that contains at least 60% alcohol.
- 5.11 Use disinfectant spray to wipe down your clipboard, pen, tools, and equipment following the home visit.

6.0 References

- 6.1 This interim guidance is based on what is currently known about COVID-19.
- 6.2 EHS will update this interim guidance as additional information becomes available through the U.S. Centers for Disease Control and Prevention (CDC).

7.0 Definitions

- 7.1 **Close contact** is defined by the CDC as: a) Being within approximately 6 feet of a COVID-19 case for a prolonged period of time; close contact can occur while caring for, living with, visiting, or sharing a health care waiting area or room with a COVID-19 case; or b) Having direct contact

Number: EHSIG001	Subject: Interim Guidance for Customer Home Visits	
Page 3 of 4	Version: 1.2	Issue Date: 03/05/2020
Approved for use by:	COVID-19 Response Team	

with infectious secretions of a COVID-19 case (e.g., being coughed on).

7.2 **Frontline Supervisor.** Employee who has an official authority and responsibility for supervising nonsupervisory employees.

7.3 **Symptoms compatible with COVID-19 infection,** for the purpose of this guidance, include subjective or measured fever, cough or difficulty breathing.

8.0 Revision History

- Original version by Ozgur 3/4/20
- Revisions to procedures 5.5 and 5.10, added Appendix A, V1.1 by Ozgur 3/5/20
- Revisions made V1.2 by legal review 3/5/20

Number: EHSIG001	Subject: Interim Guidance for Customer Home Visits	
Page 4 of 4	Version: 1.2	Issue Date: 03/05/2020
Approved for use by:	COVID-19 Response Team	

Appendix A: How to Remove Gloves

To protect yourself, use the following steps to take off gloves:

1



Grasp the outside of one glove at the wrist.
Do not touch your bare skin.

2



Peel the glove away from your body,
pulling it inside out.

3



Hold the glove you just removed in
your gloved hand.

4



Peel off the second glove by putting your fingers
inside the glove at the top of your wrist.

5



Turn the second glove inside out while pulling
it away from your body, leaving the first glove
inside the second.

6



Dispose of the gloves safely. Do not reuse the gloves.

7



Clean your hands immediately after removing gloves.