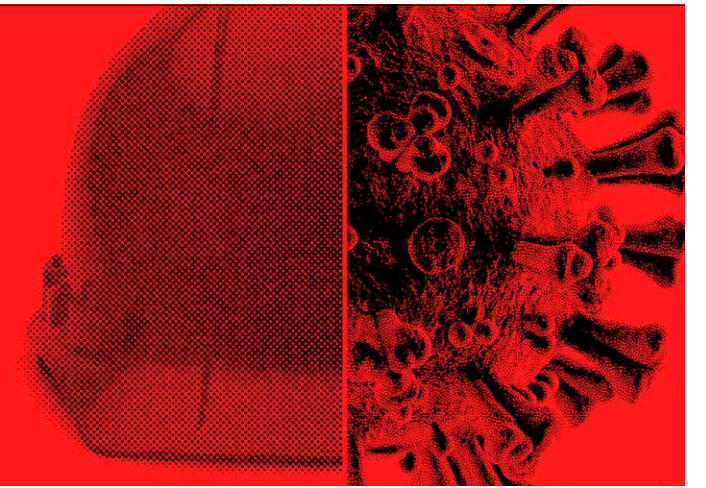


# Covid 19 Best Practices: How to Protect Employees Working in Customer Homes



Even in the many states that are now on stay-at-home orders, in-home services such as window repair/replacement fall under “essential services” exemptions.\* As [this video](#) from Chris Phillips of Showcase Shower Door reminds us, it’s an honor to be able to provide service and go into someone’s home amidst this pandemic. “Do good work, leave a great product, and those people will never forget you,” Phillips says. But doing so comes with risks, to be certain. While there is no prescriptive approach for this type of work, there are some general best practices for glass and window and door companies working in residential homes.

PREP	DO		DO NOT	ARE YOU ESSENTIAL?
Know the <a href="#">symptoms</a> of COVID-19.	Take care of as much business as possible outside of the home.	Keep the dust down by using engineering and work practice controls. Take care of payments digitally if possible.	Do not go to work if you are sick; do not expose customers or co-workers to possible infections.	<p><b>*Note:</b> essential/non-essential classification vary greatly across states—and even at the county and city level within states—and are frequently amended as the coronavirus pandemic progresses. Check your local government to determine whether you can legally perform your services. If you are unclear on where to find this information, <a href="#">NAM published a resource map</a> on its website that provides up-to-date information on some state and local declarations that may be a good starting point. <a href="#">Politico also released a guide</a> to the some of the current policies put in place in all 50 states in the U.S. The Council of State Governments published <a href="#">a list of executive orders by state</a>.</p>
Follow all <a href="#">OSHA</a> and <a href="#">CDC</a> guidelines.	Take care of payments digitally if possible.	Sanitize the work areas upon arrival, throughout the workday, and immediately before departure.	Avoid physical contact; do not shake hands or worry about social norms that involve contact.	
Check with the <a href="#">local jurisdiction</a> to determine whether you can legally perform your service.	Let the customer know that you are healthy. Let them know you plan to keep your distance — at least 6 feet apart.	Clean and disinfect frequently used tools, equipment, and frequently touched surfaces (door handles, handrails, machinery controls, cell phones, tablets) on a regular basis.	Avoid using other employees’ or customers’ phones, desks, offices, or other work tools and equipment.	
Call ahead and ask if anyone in the home is sick or quarantined.	Minimize ride-sharing; ensure adequate ventilation in vehicle.	Do good work, leave a great product.	Avoid sharing tools with co-workers, if possible.	
Talk to the customer in advance about a protocol so everyone can stay safe.	Provide and wear the proper PPE.	Be a calming presence.	Avoid touching surfaces.	
Develop a COVID-19 Exposure Action Plan.	Stay at least 6 feet away from all other employees and any persons inside the home.			
Discuss the details of the job in advance over the phone or via email or text to minimize time in the house.				

**SOURCES:** Dr. David Beckham, University of Colorado School of Medicine, via [UCHealth.org. Jobsite Safety and Recordkeeping Guidance for Coronavirus](#) by The National Association of Home Builders Industry Perspectives from Glass Installers by [Chris Phillips on glassmagazine.com](#)