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

**PREP**

- Know the symptoms of COVID-19.
- Follow all OSHA and CDC guidelines.
- Check with the local jurisdiction to determine whether you can legally perform your service.
- Call ahead and ask if anyone in the home is sick or quarantined.
- Talk to the customer in advance about a protocol so everyone can stay safe.
- Discuss the details of the job in advance over the phone or via email or text to minimize time in the house.

**DO**

- Take care of as much business as possible outside of the home.
- Take care of payments digitally if possible.
- Let the customer know that you are healthy. Let them know you plan to keep your distance — at least 6 feet apart.
- Minimize ride-sharing; ensure adequate ventilation in vehicle.
- Provide and wear the proper PPE.
- Stay at least 6 feet away from all other employees and any persons inside the home.
- Keep the dust down by using engineering and work practice controls. Take care of payments digitally if possible.
- Sanitize the work areas upon arrival, throughout the workday, and immediately before departure.
- Clean and disinfect frequently used tools, equipment, and frequently touched surfaces (door handles, handrails, machinery controls, cell phones, tablets) on a regular basis.
- Do good work, leave a great product.
- Be a calming presence.

**DO NOT**

- Do not go to work if you are sick; do not expose customers or co-workers to possible infections.
- Avoid physical contact; do not shake hands or worry about social norms that involve contact.
- Avoid using other employees' or customers' phones, desks, offices, or other work tools and equipment.
- Avoid sharing tools with co-workers, if possible.
- Avoid touching surfaces.

**ARE YOU ESSENTIAL?**

*Note: 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, NAM published a resource map on its website that provides up-to-date information on some state and local declarations that may be a good starting point. Politico also released a guide 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 list of executive orders by state.*

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.

**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