



## Covid-19

### 8 STEPS ON HOW TO PREPARE YOUR EMPLOYEES TO STAY SAFE ON THE JOB SITE AND WHAT TO TELL YOUR CUSTOMERS

You may have already experienced cancellations or questions about your employee entering a job site and spreading Covid-19. Here is a set of common sense tips to prepare your employees and keep them safe as well as allay your customer's fears. Remember, your employees need to show your customers *they get it* and that they are serious about preventing the spread of coronavirus.

#### 1) TELL YOUR CUSTOMER UPFRONT ABOUT YOUR COMPANY'S COVID-19 RESPONSE PLAN.

- Put it on your website, and tell the employees who answer phones to be prepared to discuss the steps you are taking.

#### 2) TELL YOUR CUSTOMERS THAT YOU AND YOUR EMPLOYEES KNOW THE SYMPTOMS

- Range from mild to severe
- Fever
- Cough
- Shortness of breath

#### 3) TELL YOUR CUSTOMERS YOU HAVE TRAINED YOUR EMPLOYEES ON PRECAUTIONARY STEPS

- How to wash their hands with soap and water for 20 seconds - that includes keeping their nails as clean as they can – customers will notice that.
- If you can find it, keep a hand sanitizer that contains at least 60% alcohol on all the trucks.
- To avoid touching their eyes, nose and mouth.
- About respiratory etiquette including covering their coughs and sneezes with a tissue (they immediately throw away) or their elbow.
- If you have anyone working from home, let the customer know you emphasize professionalism, but that there may be a moment of background noise or a few extra seconds of waiting and to understand you are doing this to prevent the spread of the virus.

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4) TELL YOUR CUSTOMERS YOUR EMPLOYEES WILL USE AND MAKE A SHOW OF USING THE DISINFECTANT

- No harm in having your employees bring in a package of disinfectant (i.e. Clorox/Lysol) wipes (especially if it is a residential site). Have them wipe down the appropriate hard work surfaces (within reason) they have touched during the job including door knobs.
- Have employees wipe down their phones and tablets before and after the job.
- If you can get them, bring a couple of clean masks, should the customer want one or want your employee to use one – perception is reality.

5) TELL YOUR CUSTOMERS YOUR EMPLOYEES WILL PRACTICE SOCIAL DISTANCING

- Do not shake the customer's hand.
- Have them explain to the customer they are aren't trying to be rude, but rather safe and request the customer maintain 6 feet of distance for their and the employee's protection.
- Employees should never use the customer's phone.
- Encourage virtual communications with customer instead of face to face.
- Limit non-essential meetings to less than 20 people.

6) TELL YOUR CUSTOMERS THAT YOUR EMPLOYEES WILL USE PPE

- Have employees wear their safety glasses.
- Include wearing gloves when feasible.

7) TELL YOUR CUSTOMERS THAT YOUR EMPLOYEES ARE MANDATED TO STAY HOME IF THEY ARE SICK.

- Consider providing your employees emergency paid leave (not to come out of their existing PTO) if they get sick or are caring for family members.

8) TELL YOUR CUSTOMERS THAT THEIR HEALTH AND WELL-BEING IS THE TOP PRIORITY.

- That you are actively monitoring the Covid-19 situation on the [Oregon Health Authority Website](#) and the [CDC/HAI website](#), and that you are actively following their guidelines.