Michigan Economic Recovery Council

Health practices: Residential Services and Maintenance

May 15th, 2020

Executive Summary

Residential and maintenance represents any work requiring a single employee or small group to perform a skill/ task/showing at a residential or commercial location with the potential of going indoors (e.g., maintenance/repair, installation, moving, cleaning, tuning, real estate showing). Use this guide when entering residential facilities, but leverage the specific commercial facility guides when entering commercial facilities (e.g., offices, industrial plants, restaurants).

Common set of practices for residential and maintenance

- Will be applicable to work (maintenance, real estate) in residential facilities

- Will be easy to communicate and execute

Supporting documentation to be aligned with requirements issued by: federal, state, county and municipal authorities, employers, project owners. There will not be a one-size fits all. In case of any conflict between guidance/requirements, the strictest shall apply.

There are a couple important considerations for residential facilities

- Customers' homes may have less consistent standards in place than commercial facilities, so companies can allow employees to stop work onsite, if they notice themselves/customers with symptoms and do not feel comfortable

- Companies will need to minimize the amount of contact points during boxes/equipment transfers to reduce the risk to employees and customers

- There is a lot of variability in this facility type, ranging from single-employee businesses (e.g., plumber, piano tuner) to service employees of larger corporations (e.g., Comcast), so guidelines will need to be adapted accordingly

Document is meant as a guide; not exhaustive

Across facility types, health practices fall into the following eight categories

1 **Response owners and plan**

Establish clear protocol owners

2 **Facility entry and health check protocols**

What are the health and screening protocols required?

3 **PPE requirements**

What PPE is necessary in this environment? (Provide guidelines and PPE for different settings and roles)

4 **Distancing**

How do we ensure we are maintaining appropriate distance across the facility?

5 **Cleaning**

What are the cleaning protocols and how to we communicate these effectively to employees?

6 **Case monitoring protocols**

How do we ensure we can respond quickly to a potential case?

7 **Facility/space temporary closure**

What is our response plan? (e.g., Block off areas of exposure to allow appropriate deep cleaning)

8 **Travel restrictions**

How do we handle employee essential and personal travel?

Core practices ("must-haves"): Practices that can be implemented more broadly across different sized organizations

Next level implementation: Recommended additional practices that provide better risk mitigation (for better equipped facilities)

Residential and maintenance facilities can safeguard using health practices in the following focus areas

	Categories	Health practice overview		Categories	Health practice overview
1	**Response owners and plan**	Establish clear protocol owners Define scope of team (e.g., manage implementation of practices and protocols) Communicate role of team and expectations to employees	5	**Cleaning**	Conduct frequent daily cleaning of all high touch areas Establish employee cleaning protocols and emphasize frequent hand washing/sanitizing Conduct routine checks for cleaning procedures
2	**Facility entry and health check protocols**	Reduce congestion at checkpoints/loading areas Screen employee health/exposure Screen customers with similar protocol	6	**Case monitoring protocols**	Define protocol for symptomatic employees and customers Provide symptom checking and guidance to exposed employees Mark off and clean spaces identified in tracing
3	**PPE and safety requirements**	Establish PPE standards and distribution methods (e.g., facial coverings required) Ensure PPE and safety supplies are stocked Improve sanitizer availability and safety measures Provide guidance for PPE usage and reasoning	7	**Facility pause/ shutdown**	Enforce appropriate shut down/ pause and cleaning protocol Communicate shut down protocol to employees
4	**Distancing**	Increase distancing between employees Increase distancing between employees and customers Limit occupation of shared spaces Provide reinforcements (e.g., X's) for distancing expectations	8	**Travel restrictions**	Restrict business and personal travel

1: Response owners and plan (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Establish clear protocol owner	**Designate a point person or location manager** (to manage tracking and checking execution).; leverage existing reporting structure / company leadership	**Dedicate staff** to virus response team (sole or primary focus), depending on size of company and facility **Coordinate with HR and corporate medical team** for exposure screening
Define scope of team (e.g., manage implementation of practices and protocols)	Design, implement, monitor, and report on key health practices Create and complete a **health checklist** Develop training protocols and implementation plan for employees **Establish point person for external communications** with labor union (where applicable), regional leaders, and health services **Ensure adherence** to safety protocols – *informed by CDC guidelines*, deploy personnel to necessary checkpoints (e.g., warehouse pickup monitoring)	Build **phased approach for return to work** Leverage a **digital tool or dashboard to track** success of protocols and opportunities for improvement **Ensure performance is sustained over time**, particularly with less visible activities like disinfection
Communicate role of team and expectations to employees	**Provide COVID-19 training** (e.g., explain the protective measures in place for all workers (keep social distancing at all gatherings)) • Include a module for reporting avenues for unsafe working conditions/ practices	**Send notice (e.g., digital)** to employees of team formation and who will be point of contact for questions **Conduct periodic (e.g., weekly, monthly) Q&A** with representative of response team to supply employees with updates in policy and operations

1: Response owners and plan (examples)

Establish team or roles

Example: Large/medium business

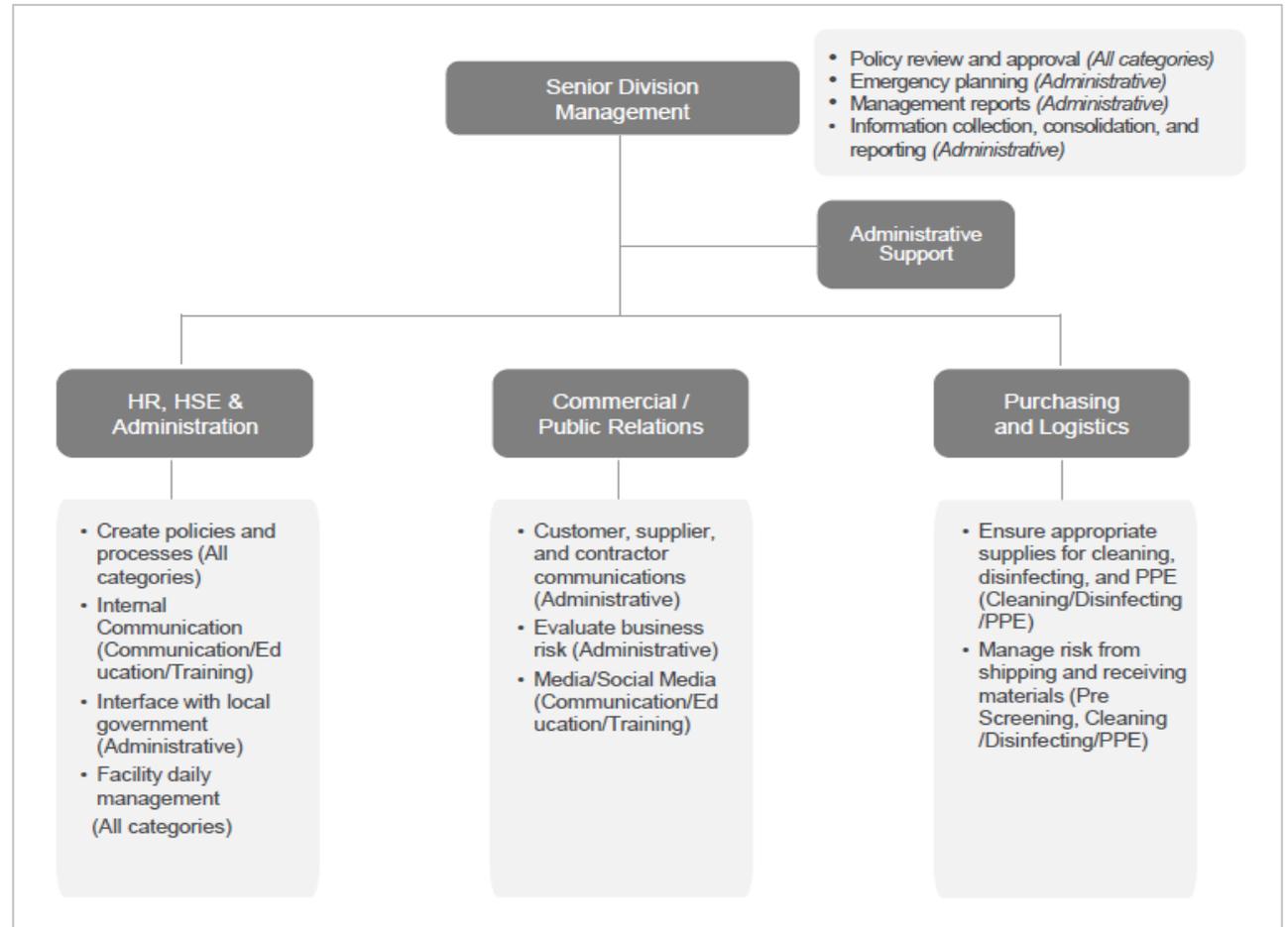|	Employee Access Control Lead	Virus Prevention & Protocols Lead	Sanitization & Disinfection Lead	Communications & Training Lead	Personal Protective Equipment (PPE) Lead
	Access Control	Isolation and Curing	Environmental Disinfection	Publicity and Education	Materials Preparation

Decision Authority and Approvals
Owner: [Insert owner]

DRAFT APPROVAL & DECISION-MAKING OVERVIEW
COVID-19 CRISIS PLANNING[1]

Decision Needed	Primary Approver	Supporting Approvers	Notes	Map to Scenario Planning
1. Closure of 1 or more Locations a. [Insert location] b. [Insert location] c. [Insert location]	CEO President	CHRO + LT Lead for Impacted Site	Follow government (local, state, or federal) direction where provided	Scenarios 1 – 4 (Impacted Employee or 3rd party), 10 (loss of critical infrastructure)
2. Initiate CEO Emergency Succession Plan	Board Chair	Board Members + CHRO/GC	Follow approved CEO Emergency Succession Plan	Scenario 5 (CEO Impacted by Virus)
3. Emergency Succession Plan for LT Member	CEO	CHRO	Leverage existing succession plans to identify backup leaders by function	Scenario 5
4. Mandatory or Voluntary Quarantine of Employees	CEO	CHRO + LT Lead for Impacted Site(s)	Work with local public health officials	Scenario 12, 13 (Gov't Mandate to WFH)
5. Initiate Deep Cleaning of Potentially Impacted Site(s)	LT Lead for Impacted Site(s) or their delegate	VP of Real Estate	Will follow established template and protocol	Scenarios 1-4, 6, 9,
6. Key Vendor Impact(s)	SVP of Operations	LT Ops Lead	Leverage business continuity plans under development	
7. Public Disclosures re: Impact of CV (e.g., SEC disclosure re: risk factors, 8-K filings for material events)	GC	CFO		TBD based on facts
8. Changes to Crisis Protocols	CHRO	GC & SVP Compliance & Employee Relations	Updates to Protocols will be published in Manager Toolkit and Communicated to Managers via HR Reps	
9. Symptomatic Employee	Manager	HR Representative	Follow Symptomatic Employee Protocol in Manager Toolkit	

Define scope of team (e.g., manage implementation of practices and protocols)

Example: Large/medium business

Senior Division Management
- Policy review and approval (*All categories*)
- Emergency planning (*Administrative*)
- Management reports (*Administrative*)
- Information collection, consolidation, and reporting (*Administrative*)

Administrative Support

HR, HSE & Administration
- Create policies and processes (All categories)
- Internal Communication (Communication/Education/Training)
- Interface with local government (Administrative)
- Facility daily management (All categories)

Commercial / Public Relations
- Customer, supplier, and contractor communications (Administrative)
- Evaluate business risk (Administrative)
- Media/Social Media (Communication/Education/Training)

Purchasing and Logistics
- Ensure appropriate supplies for cleaning, disinfecting, and PPE (Cleaning/Disinfecting/PPE)
- Manage risk from shipping and receiving materials (Pre Screening, Cleaning/Disinfecting/PPE)

Independent operators should leverage their own plan

2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Reduce congestion at checkpoints/loading areas	**Limit the amount of time and # of employees needed at shared locations** (e.g., warehouses or loading docks to pick up equipment/trucks/products) **Split crews into multiple vehicles** (one per person) for travel to and from sites **Label queue spots with X's** outside building in case of congestion **Encourage employees/visitors to wait in cars** until ready (e.g., for house showing, meet potential buyers at the home, do all possible prep in vehicle)	**Use video to communicate virtually** where possible (e.g., explaining a maintenance repair to a customer without being in the same room)
Screen employee health/exposure (home, entrance)	Advise vulnerable workers and people with underlying health conditions **of their right to continue to quarantine, to telecommute as much as possible, and draw down UI benefits instead of returning to work** **Conduct daily entry self-screening protocol for all employees,** i.e., symptom and exposure questionnaire and/or temperature checks (these can be done by employers or at home and reported to supervisors virtually – continued work allowed if employee is not symptomatic – e.g., no fever (CDC cutoff: 100.4 degrees), cough) • If employees identify any recent fever (through routine temperature checks), coughing, or shortness of breath each day before leaving for work, before the shift, mid shift, and at end of shift they should be sent home **Reimburse employees** who need to purchase a thermometer for screening **Control warehouse access** (e.g., restrict or eliminate visitor/contractor entry through remote contact, deliveries) **Post signage** for limited warehouse access requirements	**Wear sticker or some form of visual representation** notifying the customer that employee passed health screening that day
Screen customers with similar protocol	**Communicate procedures/norms and conduct customer screening and exposure questionnaire** when appointment is scheduled and upon arrival	**Customers also conduct online questionnaire same-day of visit, but prior to arrival**

2: Facility entry and health check protocols (e.g., pre-work, who is involved, check-in upon arrival) (examples)

Screen employee and customer health / exposure (home, entrance)

Example Questionnaire:

Enter the **team member, visitor or homeowner name:** _____

Have you **returned from any COVID affected areas within the last 14 days?**

    __Yes   __No

Have you **had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?**

    __Yes   __No

Have you **been in close contact with anyone who has traveled COVID affected areas** within the last 14 days?

    __Yes   __No

Have you **experienced any cold or flu-like symptoms in the last 14 days?**
Symptoms may include (but are not limited to):
- Cough
- Shortness of breath or chest tightness
- Sore throat
- Nasal congestion or runny nose
- Body aches
- Loss of taste and/or smell
- Diarrhea
- Nausea
- Vomiting
- Fever / Chills / Sweats

    __Yes   __No

Are you currently **exhibiting a fever of 100.4°F or greater** (if available, please confirm with on-site temperature screen)?

    __Yes   __No

Sample questionnaire; extend to customer pre-screen at scheduling and on the day of an appointment (if appropriate)

3: PPE and safety requirements (e.g., what do you need before walking in facility) (health practices 1/2)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Establish standard PPE requirements and distribution methods	**Analyze and understand requirements** (issued by: Federal, state, county and municipal authorities, employers) **Face coverings are required for all employees,** guidance (per CDC) includes **surgical masks** (supply chain permitting), **cloth masks, and cloth face coverings** (must follow public health specifications)[1] **Set up deployment process** for employees to receive face coverings or ensure they have one (e.g., establish pick-up location at warehouse) Encourage **use of work gloves** to prevent skin contact with contaminated surfaces (depending on activity) Encourage customers to wear face coverings (employee is able to stop work if they feel uncomfortable)	**Record and track** who has received their face coverings (e.g., weekly allotment for employees) **Establish verification process** to ensure employees are following PPE guidelines Confirm customers have appropriate PPE set-up prior to arrival
Ensure PPE and safety supplies (e.g., facial coverings, hand washing stations) are stocked	**Confirm stock of facial coverings (surgical masks, appropriate cloth masks),** face shields, gloves, and glasses on site and on order **Confirm operation has an adequate supply** of additional health supplies (e.g., soap, disinfectant, hand sanitizer, paper towels and tissues) and that each employee has necessary supply in vehicle or toolkit	**Ensure 30-day stock of critical supplies exists** (e.g., soap, sanitizer, masks) on site or on order with sufficient lead time

1. Per CDC guidelines https://www.cdc.gov/coronavirus/2019-ncov/prevent getting sick/cloth face cover.html

3: PPE and safety requirements (e.g., what do you need before walking in facility) (health practices 2/2)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Improve sanitizer availability and safety measures	**Reimburse employees** for hand sanitizer/disinfectant material purchases for their vehicle and job	**Provide each employee** with appropriate sanitizing kit (including, but not limited to hand sanitizer, paper towel, surface disinfectant, face covering, gloves)
Provide guidance for PPE usage and reasoning	**Communicate guidance for what PPE is required** for jobs within 6ft of another individual and what PPE is always required **Remind employees to bring PPE home and back** each day (e.g., security and signage) **Ensure employees understand the use of PPE** (including training of storage, doffing and re-donning facial covering), as an addition to the protective triad of personal hygiene, social distancing and frequent disinfection Allow **voluntary individual practices in excess** of requirements. In case of any conflict between any of the foregoing guidance or requirements, the strictest measure shall apply	**Conduct digital training** prior to return to work on how to properly use PPE Conduct **daily reminders and start-of-shift announcements**

3: PPE requirements (e.g., what do you need before walking in facility) (examples)

Ensure PPE and safety supplies (masks, soap) are stocked

Enforce PPE (e.g., mask) usage for employees
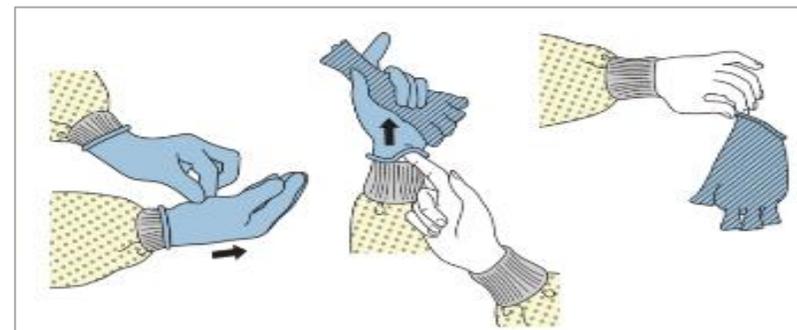
4: Distancing (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Increase distancing between employees	**Establish sitewide requirement for social distancing** in accordance with CDC guidelines **(6 ft).** When 6ft is not available see PPE section for additional guidance	**Reduce number of employees** working on the same job, if possible
	Enforce pre-task planning discussions at the start of each job on how to maintain social distance	**Provide specifics on home health practices** (optional guidance)
	Minimize interactions when picking up PPE/safety materials by organizing the placement of materials near entrance	**Deploy training/support** for any mandated State requirements
	Group partners together if more than one person is required to be in a vehicle, to reduce cross-contamination	
Increase distancing between employees and customers	**Encourage customers to stay in a separate room** if possible (and/or leverage PPE usage)	**Establish primary outlet/working area** within the building or residence and stay in that area
	Reduce the time an employee is entering a home (e.g., employee does all prep in vehicle, send additional guidance to customers on prep)	**Leverage remote/phone triaging/communication** when possible (e.g., photographs, virtual showings, floorplans, step-by-step guide, reviewing home/service)
	Reduce or eliminate "in-person" house showings (e.g., limit house showings to "serious" buyers or utilize Zoom to host virtual open houses or tours)	
	Conduct contactless payment and approvals via phone or website	
Limit operations in shared spaces	**Close breakrooms and other common spaces**	**Minimize interactions when picking up or delivering equipment** or materials (e.g., PPE, surface disinfection). Organize the placement of materials to minimize movement on the work site
	Limit time onsite (e.g., reduce visits to 1/week to curbside pick-up of materials or implement drop shipping to employee homes, so they can take truck and materials from home to customer without stop in between)	
	Encourage home visitors (e.g., employees, buyers) to **avoid touching surfaces** (e.g., leave all doors and closets open)	
Provide reinforcements (e.g., X's) for distancing expectations	Ensure staff stay **6ft apart using appropriate visual cues** when possible (e.g., tape, ground markings, walking traffic patterns marked, physical barriers, elevator guidelines, signs with social distancing requirements)	
	Implement a checklist to ensure sustained compliance	

4: Distancing (examples)

Increase distancing between employees and customers

Use partitions between employees work areas and customers

Encourage virtual and remote activity (where possible)
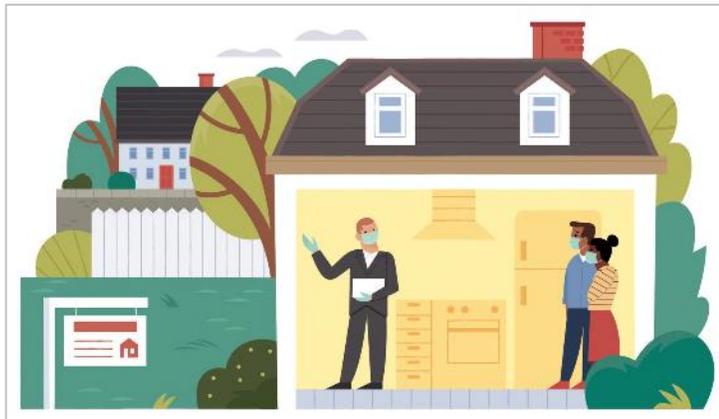
Ask guests to provide their owner supplies (e.g., pens)

For extended work, create partitions between work and high traffic areas

5: Cleaning (e.g., daily cleaning routine) (health practices)

Health practice overview	Core practices	Next level implementation
Conduct more frequent daily cleaning of all high touch areas	**Wipe down vehicles** (including storage containers, trunk, cab) at the start/end of every working day and after each job/showing/visit (done by employee in most cases) **Encourage customers to clean frequent high touchpoint surfaces** in the area needed (e.g., customer having service done, seller for a house showing)	**Isolate clean supplies in warehouses** (e.g., cardboard boxes stored in caged area, so no one can touch until loaded onto the truck)
Establish employee cleaning protocols and emphasize frequent hand washing/ sanitizing	**Require employees to wash/sanitize hands** before/after they exit house **Provide EPA-approved disinfecting materials** Provide alcohol based hand sanitizers[1] , but encourage hand washing wherever possible Clean and **disinfect high touch surfaces** (e.g., personal devices, tablets, shared tools, supplies/equipment, vehicle) before / after each use Provide guidelines on lunch breaks and appropriate sanitization protocols	**Implement customer cleaning guidelines**
Conduct routine checks for cleaning procedures	**Monitor cleanliness weekly** with checklist from virus response team **Monitor site and trucks for compliance daily** (supervisor to virtually check with employees)	

1.   With greater than 60% ethanol or 70% isopropanol; could be individual hand sanitizer bottles

5: Cleaning (e.g., daily cleaning routine) (examples)

Conduct frequent cleaning of all high touch areas

6: Case monitoring protocols (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Define protocol for symptomatic employees and customers	Ensure employees with symptoms (based on testing, self assessment, screening, etc.) are **sent home and quarantined;** staying home except for medical attention, monitor conditions **Ensure protocols are openly communicated** (e.g., post signage at common areas and virtually remind employees to stay at home if specified symptoms occur) **Empower employees to stop work** and self-quarantine if a customer or colleague seems symptomatic	**Check in periodically** with employee on symptoms and work ability **Connect with local authorities** and health services for case monitoring (if confirmed COVID case, it must be recorded as an illness on OSHA 300 log)
Provide symptom checking and guidance to exposed employees	**Follow the CDC response guidelines** for exposure cases **Inform team members and customers of potential exposure** (e.g., contact within X days) and circle back with results (in some cases, it is recommended to send teammate home as well) Create policies to **encourage workers to stay home** (e.g., temp paid sick leave) when feeling sick or when in close contact with a confirmed positive case like a family member, customer, teammate (monitor symptoms closely)	Conduct tracing procedures for **3-7 days prior to onset of employee symptoms** (based on where employee was and whether PPE was worn) **Communicate procedures** with employees
Mark off and clean spaces identified in tracing	**Clean appropriate areas/vehicles/tools based on tracing procedures and CDC recommendations** whenever a person has been sent home for symptoms	**Leverage third-party** cleaning services, if required

7: Facility/space temporary closure (e.g., clear area if someone comes to work sick) (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Enforce appropriate shut down/ pause and cleaning protocol	**Establish response plan** for confirmed cases (e.g., investigate, formulate response and cleaning procedures) **Shut appropriate locations/vehicles down** for deep cleaning (enforce appropriate amount of shutdown time) if there was a confirmed positive case	**Establish situation room representatives** (HR, security, communications) to prepare for execution of response plan
Communicate exposure to employees	**Ensure appropriate documentation of positive cases** for necessary parties (labor union, health services, health insurance). Record confirmed cases in accordance with OSHA guidance[1] **Establish clear reporting process for any symptomatic** or positive test employees (e.g., notify company leaders, maintain central log, notify customers who came in contact)	

1. https://www.osha.gov/memos/2020-04-10/enforcement-guidance-recording-cases-coronavirus-disease-2019-covid-19

8: Travel restrictions (health practices)

Health practice overview	Core practices	Next level implementation for better equipped facilities
Restrict business and personal travel	Reduce risk from employees and contractors by **restricting air travel** to only essential travel	