

CORONA VIRUS (COVID-19) AWARENESS AND RESPONSE

for our web site 3-31-20

Appliance repair is considered a necessary service. Landers Appliance has a committed staff focused on keeping our customers household appliances operating properly. We have implemented specific protocol in order to keep our staff and customers safe during this pandemic.

Here are the Precautionary Steps we are taking as a company:

- Stay home if you are sick
- Use your common sense in going through your day.
- Stay well-rested and nourished to support a healthy immune system
- Do not enter any home if customer is sick and/or you are concerned for your health or safety.
- Greet the customer with a friendly greeting but do not shake hands. They will understand.
- Put your disposable booties on at the door. Dispose of them upon exiting the house.
- Maintain social distancing and remind customers to keep 6' away from you at all times.
- Have customers keep everyone else in the house away from you and the areas you will have to travel in to get to and from the appliance.
- Cover your mouth if coughing with crux of your arm, never into your hand.
- Sneeze into a clean tissue. Dispose of used tissues in an isolated, covered trash can and wash your hands immediately afterward or use hand sanitizer.
- Wash hands with soap and water for at least 20 seconds regularly throughout the day, especially when first entering a customer's house. See the drawing with places on your hands that are commonly missed. Here is a helpful video from the CDC on proper hand washing <https://youtu.be/d914EnpU4Fo>
- Avoid touching your eyes, face, nose, or mouth.
- Wear gloves (synthetic disposable latex) to touch all surfaces. Remove gloves by removing one glove, placing that glove in the palm of the second glove and removing the second glove from the wrist down, capturing the first glove inside it. Don't touch the 2nd glove with your bare hand. Once off don't touch surfaces previously touched when gloves were on. I've attached a helpful video of how to safely and properly remove your gloves. <https://lh6.googleusercontent.com/jNiHdoZA93ta2qSQQ-ItZpzLy3E0MVAc-VhQDJyWldXJPKr6-sB7XHtNTTrff6M3cKLpqqnbcS8rpqAiFkpmvfJswTloyU70jyp29wnnoekKwCPDpt9--JYwIzHTa1RY6fgMtp>
- If you are unable to wash your hands with soap and water, use hand sanitizers. See the drawing identifying places that are commonly missed.
- Ask customers for permission to give them the "Leave Behind Card". If they don't want it left with them, make sure we have their email address to be able to send them an electronic receipt.
- Use antiseptic wipes or dry cloth treated with disinfectant spray on surfaces touched by others on the appliance you are servicing.
- Use antiseptic wipes or dry cloth treated with disinfectant spray to wipe down your briefcase and tool bag after leaving each stop. (Also, your cellphone and computer, if placed on any surface in a customer's home).

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- Do not travel in or go through any area that has more than ten people including the main office.
- Let management know if we get low on supplies
- Please turn in receipts for reimbursement for any supplies purchased.

<https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html#2019coronavirus-summary>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

<https://www.amgreatness.com/2020/03/09/coronavirus-mass->

[hysteria/?fbclid=IwAR0AYnTs58ehtgQ048uxgAQsh37QIX9C7wCoDAj3qJS_OuNCKjRcoiHzho8](https://www.amgreatness.com/2020/03/09/coronavirus-mass-hysteria/?fbclid=IwAR0AYnTs58ehtgQ048uxgAQsh37QIX9C7wCoDAj3qJS_OuNCKjRcoiHzho8)

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://coronavirus.jhu.edu/map.html?mod=djemCapitalJournalDaybreak>