

Landers Appliance CORONAVIRUS AWARENESS AND RESPONSE

updated 5-11-20

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.
- Take your temperature every day, confirming you don't have a fever.
- Do not enter any home if customer is sick and/or you are concerned for your health or safety.
- Wash your hands often!
- Wear your masks when entering the customers home.
- Avoid close contact, maintaining at least 6' social distance.
- Put your disposable booties on at the door. Dispose of them upon exiting the house.
- Greet the customer with a friendly salutation but do not shake hands. They will understand.
- Maintain social distancing and remind customers to keep 6' away from you at all times.
- Have customers to 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 when coughing with crux of your arm, never into your hand.
- Sneeze into a clean tissue and dispose of in a covered trash can. 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. 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-VhQDJyWIdXJPKr6-sB7XHtNTTrrff6M3cKLpqqnbc8rpgAiFkpmvfJswTloyU70jyp29wnnroekKwCPDpt9--JYWlzHTa1RY6fgMtp>
- If you are unable to wash your hands with soap and water, use hand sanitizer.
- If customer is using a credit card, ask them for permission to sign their name with an X on your electronic device so they don't have to touch your device.
- 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.

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- Use antiseptic wipes or dry cloth treated with disinfectant spray on surfaces touched by others on the appliance you are servicing. Here is a link to a very helpful list of EPA approved disinfectants <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- 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).
- Stay well-rested and nourished to support a healthy immune system
- Do not travel in any area that has more than ten people.
- Resupply your PPE as often as needed.

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

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

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/people-at-higher-risk.html>