

## COVID-19: SHAL's Risk Assessment

### How we're working safely in your home

We're continuing to provide a response repairs service but we'll complete a risk assessment when you initially report a repair to us.

#### Reporting the repair

We'll ask you two questions when you first contact us:

- Have you been in close contact with anyone who has been confirmed as having COVID-19?
- Are you currently self-isolating or in quarantine on the advice of your healthcare provider or employer's policies?

If the answer to either of these questions is "Yes" we'll initially postpone the repair for at least 14 days but if the repair is an emergency we'll discuss how we can make the repair safely.

#### Visiting your home

When we carry out the work we'll go through this risk assessment again before we enter your home.

#### What can you do?

While we're working in your home please:

- Make sure the work area is clean and clear before we arrive, and the windows are open
- Keep you, your family and your pets in a **separate room** from where we're working and not enter that room until we've left
- Maintain at least a 2 metre distance from those visiting your home

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## What will we do?

When we visit your home we will:

- Go through the risk assessment again to make sure nothing has changed
- Sanitise our hands and put on disposable gloves and shoe covers
- Wear a mask
  - We may have to remove the mask temporarily while making certain repairs, which is why we ask you to remain in separate room while we're there
- Maintain at least a 2 metre distance from you and your loved ones
- Clean up any mess we have made and wipe down the areas we have touched with anti-bacterial wipes
- Remove our protective clothing when we leave your home, put it in a separate bag and dispose of it
- Sanitise our hands

## The correct way to use a mask

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks
- To remove the mask: remove it from behind (do not touch the front of the mask); discard immediately in a bag and seal it until we can dispose of it; clean hands with alcohol-based hand rub or soap and water

