

Checklist: How to Safely Enter Your Customer's Home During COVID-19

What You Need to Know



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Introduction



Preparing to open your business amid the COVID-19 pandemic is no easy task. **And it's even harder if your business requires you to enter people's homes. So what do you do?**

From plumbers, to HVAC repair, to construction, businesses must put in place stringent safety and cleanliness protocols to minimize transmission risk and maximize customer confidence.

We've compiled a complete checklist of everything you can do to prepare to open your doors and enter your customers' homes and provide a safe and secure environment to run your business.

Safety Checklist

We've provided a checklist so you can minimize transmission and maximize quality customer care.



☐ Review National, State, and Local Guidelines

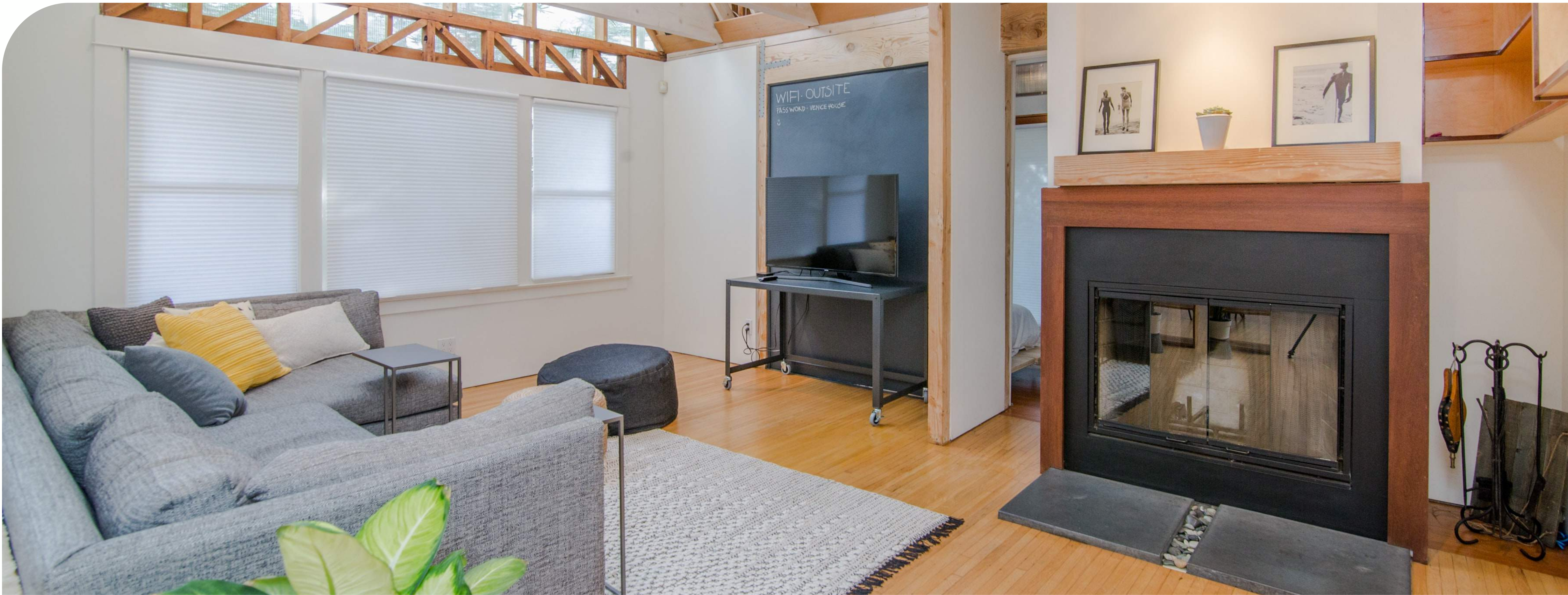
The US Centers for Disease Control and Prevention (CDC) has issued clear [national guidelines](#) for how to safely reopen your business amid the ongoing COVID-19 pandemic. The guidelines include recommendations of when and how you and your employees can return to work and do so in the safest possible manner.

Each state has its specific protocols. Make sure to review the protocol to ensure that you are abiding by national and state guidelines.

Guidelines at the state and local levels vary. Check out your specific state, county and city guidelines for more information.

☐ Enhance Cleanliness Protocols in Homes

If you are in a business – such as plumbing, construction or landscaping – where you enter customers' homes, you must demonstrate you are going above and beyond to protect employees and customers. Here are a few additional steps you can take:



Entering customers' homes

- ☐ Thoroughly wash hands for 30 seconds;
- ☐ Provide masks, gloves, and other personal protective equipment to all employees in the home; and
- ☐ Educate employees on high-contact surfaces and instruct employees to clean and disinfect every surface after contact.

☐ Enhance Cleanliness Protocols in Stores

If you also have a brick-and-mortar location, there are additional measures you can implement to ensure customer safety. You can prioritize cleanliness and safety by doing the following:



Customers visiting your store

- ☐ Limit the number of employees and customers allowed entry into your business at one time;
- ☐ Require customers and employees to wear masks at all times (prohibit entry without a mask);
- ☐ Take the temperature of employees and customers before allowing entry into your business;
- ☐ Clean, disinfect, and sanitize surfaces in your business periodically throughout the day;
- ☐ Be prepared and establish a clear protocol of what to do and how your business will respond if there is a positive COVID-19 case; and
- ☐ Enforce employee hygiene and safety measures.

☐ Implement Pre-Entry Screenings

In order to minimize risk for both your business and customers, it is a good idea to call or text customers prior to their appointment and ask them pre-appointment screening questions. Here are a few questions you can start with:

Proactive questions

- ☐ Have you or anyone in your household had any of the following symptoms in the last 21 days: sore throat, cough, chills, body aches for unknown reasons, shortness of breath for unknown reasons, loss of smell, loss of taste, fever at or greater than 100° Fahrenheit?
- ☐ Have you or anyone in your household been tested for COVID-19?
- ☐ Have you or anyone in your household traveled in the U.S. in the past 21 days?
- ☐ Are you or anyone in your household a health care provider or emergency responder?
- ☐ Have you or anyone in your household cared for an individual who is in quarantine or is a presumptive positive or has tested positive for COVID-19?
- ☐ Do you have any reason to believe you or anyone in your household has been exposed to or acquired COVID-19?
- ☐ To the best of your knowledge have you been in close proximity to any individual who tested positive for COVID-19?

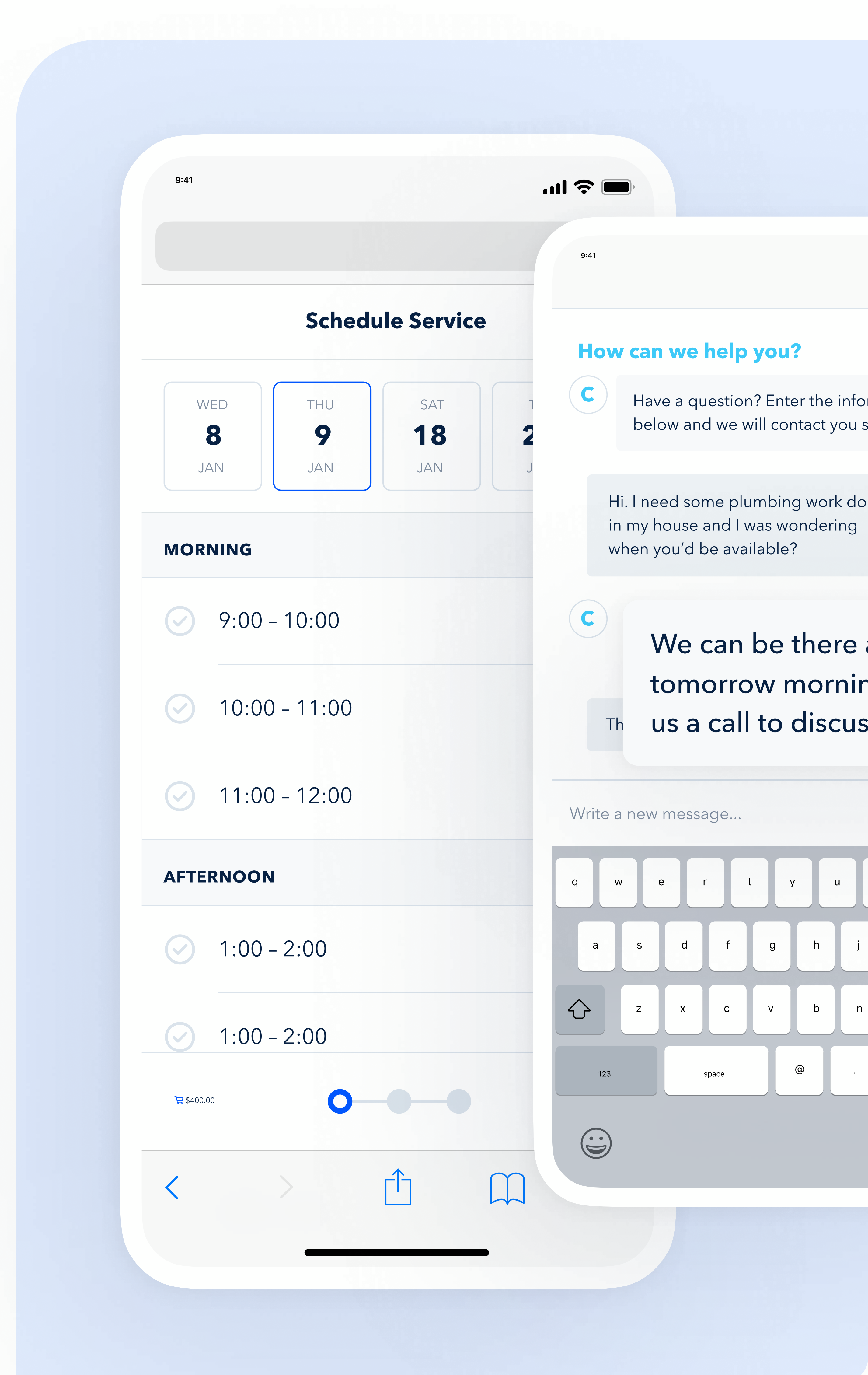


□ Minimize In-Person Contact

While it's a bit difficult to ask your customers to rearrange their homes, you can minimize in-person contact in customer's homes by ensuring you are alone in rooms, particularly if you are working on small rooms such as bathrooms. If available, you can also consider exiting from a different door than you entered.

Once the job is done, instead of a face-to-face conversation, you can call or text customers to explain the job you completed and discuss next steps.

And when it's time to get paid, consider offering **touchless payments**. Touchless payments - where customers can pay via text or email - eliminate the need to have any kind of physical contact or any in-person interaction whatsoever and have the added benefit of organizing your business' finances.



☐ **Wear Personal Protective Equipment (PPE)**

While we can minimize in-person contact, it is difficult to avoid it altogether. To ensure your safety, your customers' safety, as well as peace of mind, you should wear personal protective equipment such as masks, gloves, and gowns.

If available, single-use disposable PPE is preferred. Additionally, N-95 respirator masks are particularly useful when entering your customer's homes.



☐ **Adjust Your Budget (and Expectations)**

Although the business will resume, it may not be back to business as usual – at least not for some time. These changes require adjustments in your practices along with your budget.

The amount of money you spend and what you spend it on will be different as a result of the coronavirus pandemic. Your budget will have to make adjustments as the number of customers you serve changes, your ability to move and operate online, and the alterations that will have to be made, such as the purchase of PPEs, in order to meet safety guidelines.

If you are experiencing financial hardship as a result of COVID-19, review this complete list of [federal resources](#) to see if your business is eligible to apply.

☐ Share Your Plans to Reopen With Your Customers

When you announce your reopening, you have to first anticipate your customer's needs, plan accordingly, and share your safe plans for reopening. This is a work in progress, so it is beneficial for you to welcome communication, suggestions, and honest feedback.

During the reopening process, you need to keep open and transparent communication with your customers and employees.

You're not just asking people to come to you – you're entering their homes. People want to feel confident and assured that your business is safe, and the best way to do this is by sharing your plans to reopen along with any relevant updates or information as needed.

Here are a few ways to share your plans with customers:

- Update your new store hours and services on [Google My Business](#) (along with other business directories);
- Post updates to your website's homepage and social media profiles;
- Send out regular [messages](#) (via email, newsletters, text messages, etc.) with your plans to reopen, new policies, and safety initiatives (this will also help you stay [connected](#)); and
- Remind your customers that although your store is reopening, you're still available online.



☐ Send a Health (and Satisfaction) Follow Up

So the customer has paid and the job is done. Now what?

Not only do you want to make sure your customers are healthy, but you also want to make sure they're satisfied with their service. Consider sending an email follow up message, asking the following questions.

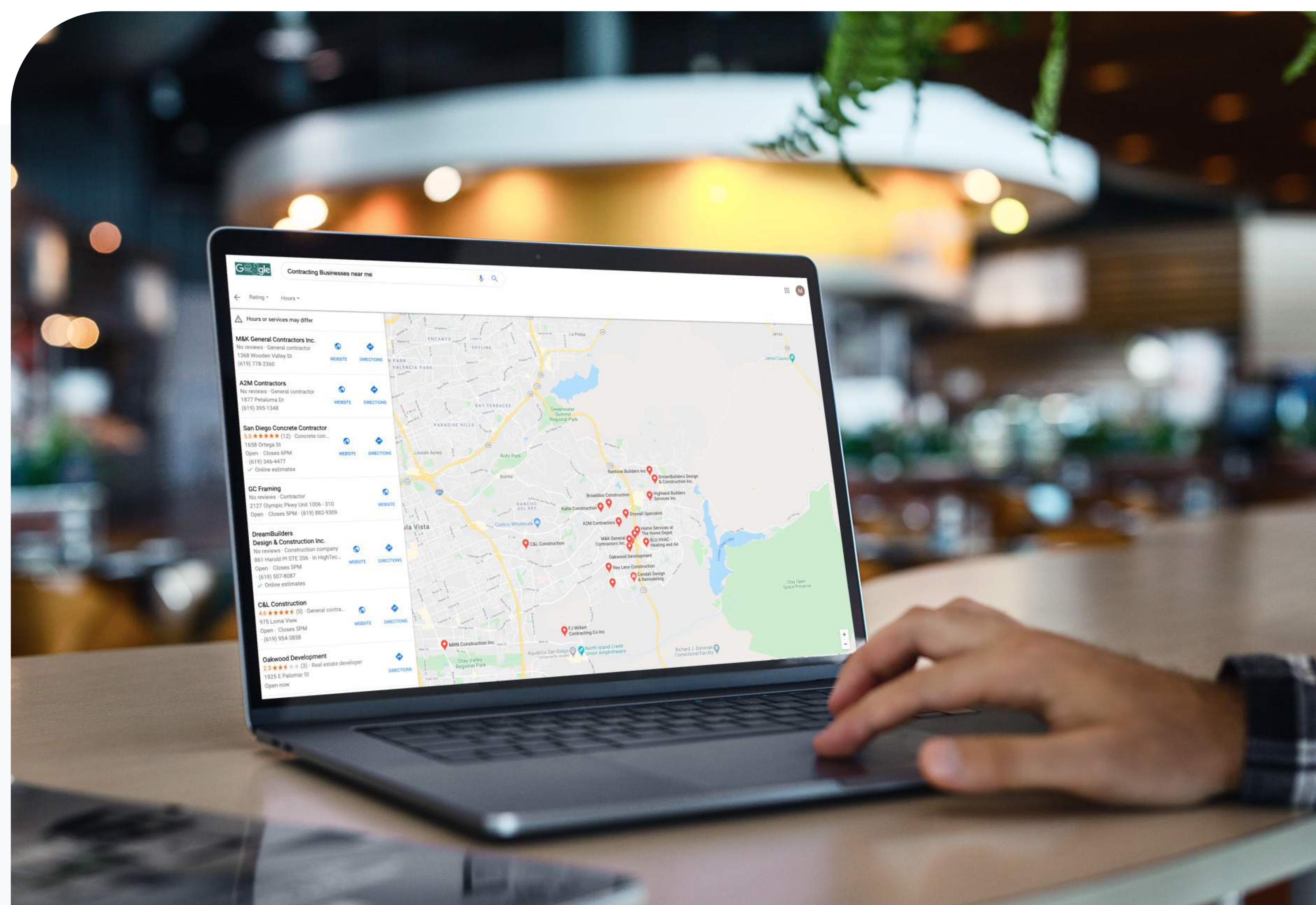
- Have you experienced any COVID-19 symptoms over the past 2 weeks?



- Has anyone you've been in close contact with tested positive for COVID-19?



Your customers will appreciate the extra effort you are putting into keeping both you and them safe, so why not also take the time to ask your customers to review your business - on yelp, facebook, or google - as well.



Is Your Business Ready to Reopen?

So you've made it through the checklist. As you begin the process of reopening, keep in mind that COVID-19 is still very much a threat. By following the above guidance, you are on the path to a successful reopening.

As you reopen, continue to monitor guidelines at every level and check in with both customers and employees.



Sector Specific Guidance for In-Home Businesses

We've also compiled the following links for sectors

- ☐ For home service providers:
[AIHA's Reopening Guidance for At-Home Service Providers](#)
- ☐ For landscape businesses:
[Landscape Professionals State by State COVID Guidance](#)
- ☐ For construction businesses:
[AIHA's Reopening Guidance for Construction Environments](#)
- ☐ For child care programs:
[CDC's Reopening Decision Tree for Childcare Programs](#)

About GoSite

GoSite makes it easier for your customers to find you, book you, and pay you. From moving your storefront online to accepting safe, contactless payments out in the field, we've got you covered.



It's a long road ahead but we have done our research, created and curated a wide variety of resources, and can provide you with all the necessary tools that you need to successfully run your business online, on the go, and even during the pandemic. Get started today.

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