



March 22, 2020

COVID-19 Guidance for Service Providers

Service providers that go into people's homes such as contractors, plumbers, electricians, HVAC specialists, repair staff, and housekeepers must recognize their increased risk of exposure to COVID-19 and their ability to spread the illness.

Facts to consider:

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
- Going into someone's home could expose you, or if you are ill, you could expose your customer.

Who is at higher risk?

Early information out of China, where COVID-19 first started, shows that some people are at higher risk of getting very sick from this illness. This includes:

- Older adults
- People who have serious chronic medical conditions like:
 - Heart disease
 - Diabetes
 - Lung disease

Prevention Tools:

- Use remote methods when possible to determine if a service call is needed.
- Consider postponing all non-essential services, especially for those who are over 60.
- Ask people to cancel appointments if they are sick.
- Ask employees to stay home if they are sick.
- Call ahead and ask the customer a series of questions:
 - Are you feel sick? Do you have a fever or cough?
 - Have you been asked to stay home or self-isolate due to illness or exposure?
 - Our business wants to protect your health. Do you feel at increased risk for COVID-19? If so, we'd be happy to reschedule.

- Maintain social distancing practices – stay at least six feet away from those in the residence.
- Minimize what you touch in the residence.
- Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol..
- Do not touch your face with unwashed hands.
- **If you are sick**, stay at home.
- **If you are an older person or a person with a serious underlying health condition** is especially important.

Coronavirus Disease (aka COVID-19) is rapidly changing and so does the information available. To stay informed and up-to-date please visit the Missoula Public Health City-County Health Department website at <http://missoula.co/cvirus> or the Centers for Disease Control and Prevention (CDC) at <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> for the latest information.