

## COVID-19 Safety: Customer On-Site Services

*This task may only be performed by trained and authorized personnel.*

Hazards Present:	Personal Protective Equipment (PPE) or Devices Required: <small>(CSA or ANSI Standards required as per regional legislation)</small>	Additional Training Requirements:
<ul style="list-style-type: none"> <li>• Exposure to novel COVID-19 (Coronavirus)</li> <li>• Interaction with suspected/infected people</li> <li>• Contamination of the work environment</li> <li>• Respiratory Infection</li> <li>• Biohazards</li> <li>• Psychological stress</li> </ul>	<p>Must use:</p> <ul style="list-style-type: none"> <li>• Protective gloves made of impervious material (nitrile)</li> </ul> <p>May use:</p> <ul style="list-style-type: none"> <li>• Protective mask (N95 or P100) or half-mask respirator with P100 filter or cartridge</li> <li>• Eye protection</li> <li>• Tyvec Protective Suit</li> <li>• Safety footwear</li> <li>• Rubber Boots or Boot covers</li> </ul>	<ul style="list-style-type: none"> <li>• COVID19 Prevention and Contamination Control</li> <li>• Personal Hygiene Practices</li> <li>• Awareness of the Evolving COVID-19 Outbreak Situation</li> <li>• Respirator Fit Testing and Training (as required)</li> </ul>

***NOTICE: Report all hazardous situations to your supervisor without delay!***

** DANGER: Failure to follow this Safe Work Practice may result in **SERIOUS ILLNESS** or **DEATH**.**

***NOTE: All procedures obtained from mySafetyAssistant™, operator manuals or other samples must have the consultation of workers and be thoroughly reviewed to ensure they are accurate for your workplace and your jobs!***

***NOTE: Workers must be trained in a way that demonstrates they are competent. JUST READING a SWP is NOT training. Workers must demonstrate they can safely perform task and trainer/supervisor must follow up regularly to ensure workers are performing task in a safe manner. Document each occurrence in the employee's training record.***

## CUSTOMER PRE-SCREENING:

If it is absolutely necessary to meet with clients in person then the following practices apply. You, as the service provider have the right to pre-screen your customers. Perform a risk assessment and determine:

1. Has your customer travelled outside of Manitoba in the last 14 days?
2. Has your customer been in contact with someone that is confirmed to have COVID-19 in the last 14 days?
  - a. Or contact with someone who has been tested for COVID-19 and has not received test results yet?
3. Is your customer ill, or had close contact (6 feet) with someone who is ill with cough and/or fever?

If your customer passes the screening, work can be scheduled and performed. If your customer answers 'No' to one of these questions, postpone work for a later date.

## CUSTOMER ON-SITE SERVICES:

- Avoid all unnecessary contact with other people where possible.
- Meet in groups of 10 people or less
- Bring your own coffee or water container (if needed at all)
- Maintain at least 2 metres (6 feet) of social distancing between yourself and any other person.
- Meet with customers outdoors; avoid entering an enclosure or home if possible.
- Practice excellent hygiene frequently – wash your hands with soap and water for 20 seconds, or use an alcohol-based sanitizer.
- Wear gloves when touching handles and doors. If you don't have access to gloves use your sleeve or other material.
- Ensure to have Personal Protective Equipment readily available:
  - N95 masks or a suitable alternative (P100)
  - Hand Protection; Work Gloves, Nitrile gloves
  - Eye protection
  - Disinfectant wipes and/or hand sanitizer
  - Tyvec disposable suit
- Perform desired work and ensure you are still well aware of the hazards associated with the task at hand.
- If you, or anyone near you in your work area is ill or showing symptoms, remove yourself from the situation immediately and make your supervisor and your customer contact aware of the incident. Rearrange work for a later date.
- OUTDOOR WORK: Arrange with your customer that when arriving to their home, you will knock on the front door or phone and proceed to designated working area, minimizing all contact.
- PPE Removal and Care
  - Remove gloves by pulling from the top (at your wrist) down towards your fingers so that they are turned inside out when removed. Do not reuse gloves.
  - Remove disposable suits using a similar outside in method. Bag and dispose of all one-time use PPE in the garbage.
  - Re-useable PPE should be cleaned daily with disinfectant spray or wipe. It is recommended that safety vest be washed daily.

Guidance Documents / Standards / Applicable Legislation / Other	This Safe Work Practice will be reviewed any time the task, equipment, or materials change and at a minimum every three years.
<p><b>Guidance Documents:</b></p> <ul style="list-style-type: none"> <li>• Safety Data Sheets</li> <li>• Centers for Disease Control and Prevention Guidelines and Recommendations</li> </ul> <p><b>CSA Standards:</b></p> <ul style="list-style-type: none"> <li>• CSA Z94.3.1-16 Eye and Face Protectors</li> <li>• CSA Z94.4-11 Selection, Use and Care of Respirators</li> </ul> <p><b>MB Workplace Safety &amp; Health Regulation, MR 217/2006:</b></p> <ul style="list-style-type: none"> <li>• Part 2.1 Eliminating or Control of Risks</li> <li>• Part 2.2 Consultation Required (SWP)</li> <li>• Part 5.10 Contamination by Blood or Bodily Fluids</li> <li>• Part 6 Personal Protective Equipment</li> <li>• Part 35 WHMIS</li> <li>• Part 36 Chemical and Biological Substances</li> <li>• Centers for Disease Control &amp; Prevention; Coronavirus Disease 2019 (COVID-19)</li> </ul>	<p><b>Completed / Approved by:</b></p> <hr/> <p><b>Date Completed:</b></p> <hr/> <p><b>Reviewed / Revised by:</b></p> <hr/> <p><b>Date Reviewed:</b></p> <hr/> <p><i><b>Disclaimer:</b> Any references to legislation such as the Manitoba Workplace Safety and Health Act or Regulation or Standards, Codes of Procedures or Guidelines are for convenience sake only. The original text must be consulted for all intents and purposes of applying and interpreting the law.</i></p>

**This Safe Work Practice has had the consultation of the following workers:**

Name	Signature	Position	Date