

PROCEDURE FOR INSTALLATIONS IN HOUSEHOLDS DURING COVID-19

Version: 2

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1. PURPOSE

Maintaining the health and wellbeing of our customers and contractors is key in all the work we deliver. This is especially important during the current events, so we are encouraging all contractors to take a little bit more time and care in their dealings with customers, meeting the 'COVID-19 secure' guidelines issued by government.

Please note that this is a working document and we may need to update this in line with further government advice. If you have any questions or concerns, please speak directly to your main YES representative.

This documents should be read in conjunction with the government's guidance: "*Working in other people's homes*" - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

2. CURRENT SITUATION

The government state:

"Work carried out in people's homes, for example by tradespeople carrying out repairs and maintenance, can continue, provided that the tradesperson is well and has no symptoms.

Again, it will be important to ensure that Public Health England guidelines, including maintaining a 2 metre distance from any household occupants, are followed to ensure everyone's safety.

No work should be carried out in any household which is isolating or where an individual is being shielded, unless it is to remedy a direct risk to the safety of the household, such as emergency plumbing or repairs, and where the tradesperson is willing to do so. In such cases, Public Health England can provide advice to tradespeople and households.

No work should be carried out by a tradesperson who has coronavirus symptoms, however mild."

Source: <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance>

During the first phase of lockdown, YES Energy Solutions quickly reacted to the situation and was only progressing 'emergency works' (i.e. boiler replacements or repairs where a customer had no working heating or hot water).

Now that some lockdown restrictions have been relaxed, YES Energy Solutions is working with its clients and supply chain to safely progress all installations in domestic properties in strict accordance with the government and the latest Health and Safety Executive guidance. This relates to all client schemes (i.e. a scheme managed by YES Energy Solutions on behalf of a Local Authority or Housing Association).

However, contractors delivering their own schemes and activity that only have a ECO funding contract with YES Energy Solutions are also advised to consider our approach carefully and make a rational decision on its implementation for their own work.

Before any surveys and installations are progressed, contractors must ensure a full COVID-19 risk assessment has been carried out for their business activity, clearly demonstrating the steps they are taking to protect staff and customers. A copy of this risk assessment must be provided to YES Energy Solutions ahead of any planned works.

Please read Section 1 of the government's "Working in other people's homes" guidance: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

3. PRE-SCREENING

Pre-screening customers is essential when planning home visits, at any time, and especially now. This should be done remotely (i.e. over the phone).

Please ask the questions listed below.

If the answer to any of these questions is 'yes', then further advice should be sort from Public Health England prior to arranging a visit to the property.

This can be done by calling NHS 111, press option 9, press option 1, press option 2.

The public health advisor will provide guidance and escalate your call to a medical professional if necessary.

- 1) Has anyone in the household had COVID-19 symptoms (new cough or fever) in the last 14 days (7 days if single person household)?
- 2) Does anyone in the household have increased risk of severe illness from COVID-19, requiring them to be particularly stringent in following social distancing measures?

This group includes those who are:

- aged 70 or older (regardless of medical conditions)
- under 70 with an underlying health condition listed below (i.e. anyone instructed to get a flu jab as an adult each year on medical grounds):
 - chronic (long-term) respiratory diseases, such as asthma, chronic obstructive pulmonary disease (COPD), emphysema or bronchitis
 - chronic heart disease, such as heart failure
 - chronic kidney disease

- chronic liver disease, such as hepatitis
- chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), a learning disability or cerebral palsy
- diabetes
- problems with your spleen – for example, sickle cell disease or if you have had your spleen removed
- a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy
- being seriously overweight (a body mass index (BMI) of 40 or above)
- those who are pregnant

3) Is there anyone in the household:

- a. Who is at very high risk of severe illness from COVID-19, because of an underlying health condition?

People falling into this extremely vulnerable group include:

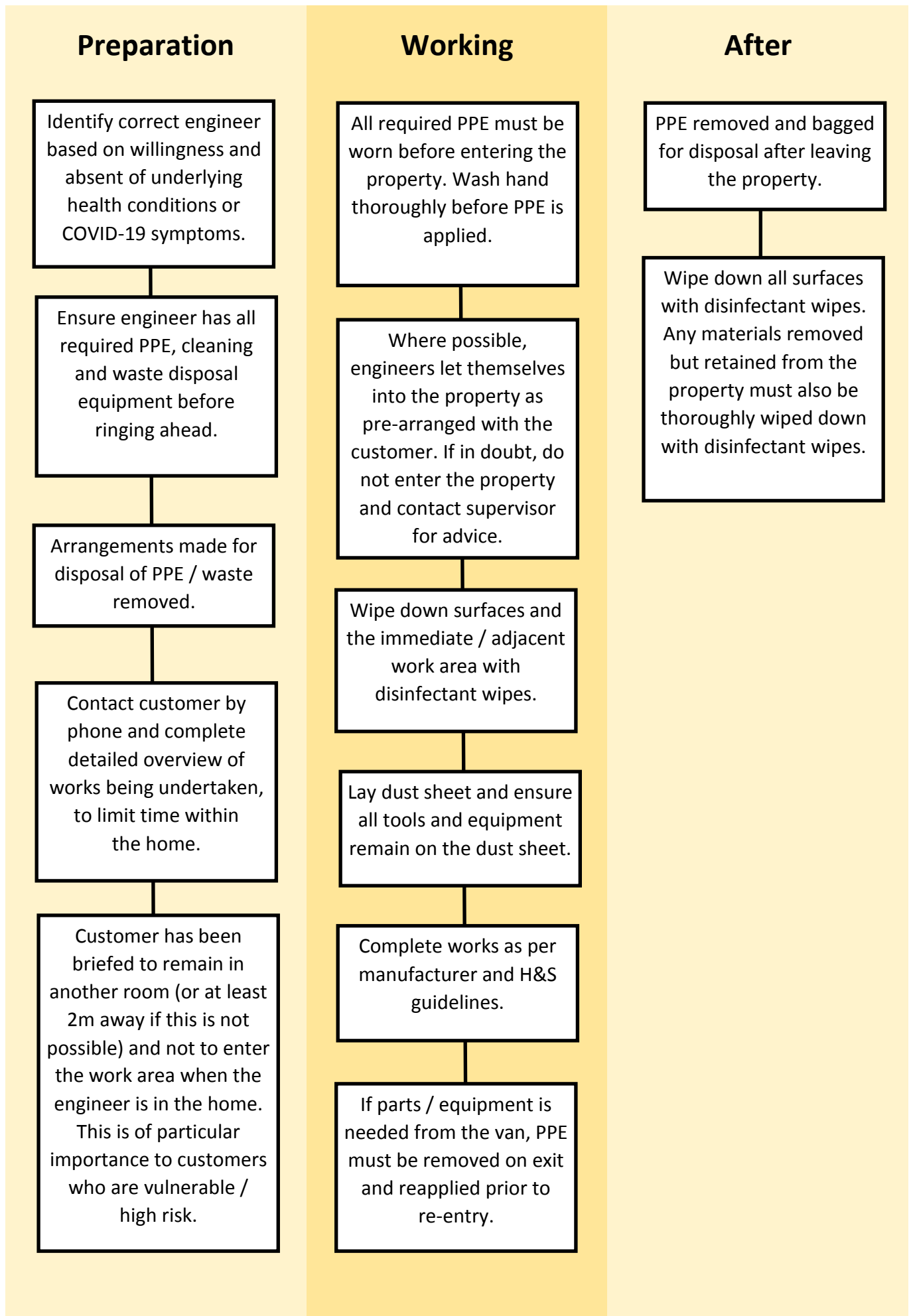
- Solid organ transplant recipients
- People with specific cancers:
 - people with cancer who are undergoing active chemotherapy or radical radiotherapy for lung cancer
 - people with cancers of the blood or bone marrow such as leukaemia, lymphoma or myeloma who are at any stage of treatment
 - people having immunotherapy or other continuing antibody treatments for cancer
 - people having other targeted cancer treatments which can affect the immune system, such as protein kinase inhibitors or PARP inhibitors
 - people who have had bone marrow or stem cell transplants in the last 6 months, or who are still taking immunosuppression drugs
- People with severe respiratory conditions including all cystic fibrosis, severe asthma and severe COPD.
- People with rare diseases and inborn errors of metabolism that significantly increase the risk of infections (such as SCID, homozygous sickle cell).
- People on immunosuppression therapies sufficient to significantly increase risk of infection.
- Women who are pregnant with significant heart disease, congenital or acquired.

- b. Who has been told by the NHS or their doctor that they and their household must isolate, shield or minimise all interaction with others for 12 weeks?

Please note that works should not progress in any household where the occupant is self-isolating or shielding until government advice has been updated.

When working in a household where somebody is clinically vulnerable, but has not been asked to shield (i.e. home of someone over 70), prior arrangements should be made to avoid any face-to-face contact.

3. PROCESS



4. SUPPORT

Any installer undertaking work, should be fully supported by their team leaders and supervisors to address any queries in the application of the right approach and government guidelines. If in doubt the installer should stop and await guidance. Work should be scheduled during the day and any 'out of hours' visits restricted, but only undertaken where additional support is still available in an 'out of hours' situation.

Where possible install teams should consist of the same personnel and further consideration should be made for travel arrangements (i.e. limit the amount of people traveling together, making sure vehicles are regularly cleaned and that there is good ventilation).

The time spent in the household should be limited as much as possible, while still ensuring the work is completed correctly and appropriately to the requirements of the manufacturers of the equipment, and meeting any new guidance issued by Ofgem.

Breaks should be taken outside and away from the property, but not in public areas, and installers are advised not to leave the work to go to shops, then returning to the property. We strongly encourage the planning of the work to include breaks and meals, where necessary, but not engaging with others in public places.

Installers should not accept offers of refreshments from customers and should also refrain from interacting with any domestic pets. Please refrain from using the customer's washroom facilities.

Following the visit installers should have a break scheduled to change clothing or overalls / protective suit. The same clothing should not be worn into another property before being washed (and washed separately to other clothes on a hot wash).

The householder can support the installer by remaining at a distance (in another room or at least 2m away if another room is not possible), reducing contact and ensuring the installer limits the locations they access in the house to a minimum.

5. PREPARATION

THE INSTALLER

- A. The installer will need to be willing to undertake the customer visit, they do have the right to refuse.
- B. The installer will not have any underlying health conditions that will make them vulnerable to the virus, examples include, however, are not limited to: heart conditions, diabetes and respiratory conditions, pregnancy, cancer and immunosuppressant conditions. Older people are more susceptible to the virus and consideration should be taken to not allowing those people over the age 50 to complete this work.
- C. The visit should be discussed in detail with the customer in advance to ensure they have the details of the work required, the location of relevant appliances, systems and controls.

- D. Ensure the installer is fully aware of the householder’s situation and has all the necessary PPE, cleaning and disposal provisions set out in this document (see Section 6). All waste should be disposed of appropriately.

THE CUSTOMER

- E. Explain how the visit will occur and the steps that will be taken by the installer in the property and the duration and extent of the works.
- F. Where possible, ask the customer to unlock the door prior to arrival so the customer can move into the separate room prior to the engineer entering, maintaining a safe distance and the travel through the property is limited to the minimum to get the works done.
- G. Ask the customer to remain in a room for the duration of the visit that the engineer will not need to access for systems, appliances or controls.

6. PPE & CLEANING PRODUCTS

No	Item	Check
1	Gloves (blue nitrile ideally)	
2	Suitable face covering / shield	
3	Sanitising gel	
4	Disinfectant wipes	
5	Chlorine based cleaner	
6	Waste bags	
7	Tape to secure waste bag	
8	Dust sheet	

7. WORKING

- A. The customer must always remain in a separate room (if this is not possible, at least 2m away)
- B. Should the installer require further equipment from the van, all PPE should be removed upon exiting the property and reapplied prior to entry to ensure the van is not contaminated
- C. Use sanitiser on the hands prior to accessing the van.
- D. Should a part be required from a colleague, this should be dropped on the doorstep of the customer’s home and no physical contact should be made by the engineers.
- E. Team leader and supervisor support should be available for the duration of the visit.
- F. Food and drink are not to be consumed at the property during the visit.

8. IMMEDIATELY AFTER THE VISIT IS COMPLETE (AFTER EXISTING THE CUSTOMERS HOME AND BEFORE ENTERING THE VAN)

- G. If you have removed items, clean with disinfectant wipes prior to PPE removal.
- H. Place any 'old' parts, wiring, sundries or waste into waste bags (these should be double layered). The dust sheet that has been used to keep all tools and equipment on can either be disposed of in the same way or washed at 60 degrees Celsius.
- I. Clean shoes, tools, safety glasses and equipment with disinfectant wipes, taking extreme care with any electrical appliances.
- J. Starting from top to toe, remove PPE and place into the waste bags. Disposable face mask and gloves are to be removed carefully to avoid transmission (removing gloves first, turning them inside out in doing so and then removing face mask from behind the ears)
- K. Seal the waste bags (double bagged in domestic black bags and tied).
- L. Bagged clinical waste to be disposed of as previously agreed with your waste disposal contractor or local authority.
- M. Thoroughly clean hands with antibacterial/sanitizing gel.
- N. Within 15 mins of exiting the property ensure that hands have also been washed thoroughly with soap and hot water following the 20 second rule.
- O. Uniform should be removed and washed at 60 degrees Celsius, separately to other garments the same day and prior to entering any further customers' homes. Wash prior to coming into personal contact with other people.