

Covid 19 - New Working Practices – Nov 2020.

Client Information Sheet

It is essential that all clients read this information and act upon the guidance. We all must stay alert to control the virus and save lives.

We have used the guidance available on <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

Our health and safety control measures which need to be strictly adhered to will be:

We cannot by law work in homes where any individual is on the shielding list.

We cannot by law work in homes where any individual is isolating as instructed by track and trace.

Any client over 70 years of age and or has been told they are vulnerable should be isolated from workers before the workers enter the property.

Likewise, if we show any symptoms, a high temperature, a new continuous cough, loss of taste or smell we will not work again until we have isolated for 14 days. Please be aware this will result in unavoidable delays to the installation.

Clients will be contacted on the morning work commences to ensure we know the health status of the household and that they are clear as to the control measures that need to be followed.

Distancing:

Social distancing between Michael John Stoves workers and clients must be maintained at 2 metres or more.

Hygiene:

Workers will have hand sanitiser, alcohol sanitising spray and tissues and these will be used regularly on hands and surfaces we touch.

Hands will be sanitised on entering and leaving the property and at frequent intervals in between.

Standard PPE will be worn as per the Michael John Stoves risk assessment.

Masks are not seen as beneficial from the government advice in this situation so our staff will not be wearing them. Clients are free to follow their preference however we will maintain 2 meters distance.

Working in your home:

All 'in use' doors in client's houses are to remain open during installation to avoid workers touching handles. It would be helpful if you could use door stops, if you have them, to prop them open.

Please note that opening the doors will enable dust to travel. We will do our best to minimise this but please be prepared for additional dusting and use your own dust coverings in other areas of the house as you see fit.

Pets such as cats and dogs need to be isolated from workers in another room.

All waste and rubbish will be removed from the work area after completing the installation.

Refreshments:

Workers will bring their own food and drink to the installations and will not be permitted to leave the work during the installation to obtain food and drink. Please do not feel you need to offer them drinks.

Bathrooms:

We ask clients to ensure a bathroom is available for workers that is sanitised and available for use. Where 2 toilets are available, we will ask that one is reserved for workers during the installation. Each worker will have their own sanitary kit to enable them to sanitise the bathroom after use.

Protecting Others:

Members of our households fall into the shielding category with the highest risk, so we are very mindful of ensuring we work in a way that reduces our exposure to any possible infection to a minimum. We would be grateful for your support in this.

We will continually review and alter working practices as we progress and **will halt work at any time, if we feel we are putting ourselves or you at risk of Covid 19.**

Showroom:

The showroom will be open by appointment only.

Office:

The office will be located at home during this time. It will operate normal working hours 9am to 5pm Monday to Friday. As we begin the route back to normality, please be patient with us as we will manage the back log of calls. We will respond to all messages left.

Payment:

Payment is preferred via Bacs as it avoids bank costs. However; we still have card payment options at the home office. Please call if Bacs is not an option for you.

**Please make Bacs payment directly to Michael John Stoves and Greener Heating Ltd
Barclays sort code 20 96 37 Account 03769534**

Other home visits:

Home visits for the purpose of surveying or inspection will adhere to the same guidelines as above. With the main control factors being 2 meters distance and handwashing. If you feel you can manage a video conference visit, please let us know and we will arrange this.

As you can see from this condensed list of instruction from the government, this is a lot to consider. The work will have to be at a slower pace and due attention to the detail of hygiene and distancing. **Dates will need to be flexible and we will need to respond to changing advice quickly.** Please call to discuss or ask any questions specific to your situation. We thank you for your support.