



# The City of **WORCESTER**

## **COVID-19 Guidelines for Housing Trade Professionals (Contractors)**

1. Establish Company Standard Operating Procedures (SOP) for all employees entering a home
2. Prescreen all service calls for resident illness and travel
3. Reschedule all routine maintenance items that can be put off 30+ days
4. If employees show signs of illness, do not have them expose customers
5. Special attention should be paid to residents that are elders or those who are immune compromised. All efforts should be made to delay work unless it is a true emergency.
6. No direct contact with homeowner/tenant- No handshakes, use cellphones to communicate when possible, use alternative means of payment (credit card, venmo, paypal, etc.)
7. Wash hands prior to and after service calls
8. Do not eat or drink in the home
9. Disinfect all services touched prior to leaving (facets, outlets, lights, handrails, etc.)
10. Disinfect equipment after each call
11. The City of Worcester's Inspectional Services Division is closed and only available for emergency inspections. All routine inspections are cancelled until further notice.

### **Additional Guidance Information**

1. CDC <http://www.cdc.gov/covid19>
2. City of Worcester <http://www.worcesterma.gov/coronavirus>

**City of Worcester COVID-19 Information Line (508) 799-1019**