

COVID 19 / Corona working conditions Workers / Clients

Workers:

Due to the high risk of contamination, workers must comply with the following strict hygienic measures when performing the services:

- wash your hands thoroughly before and after work;
- wear gloves as much as possible;
- ventilate the home;
- sneeze or cough in a handkerchief and immediately throw it in a closed bin;
- when clients are present at home during the services, they must be in a separate room;
- always stay at least 1.5 meters from anyone.
- These precautions should be followed even more scrupulously in the presence of people at high risk (people over 65, suffering from severe chronic diseases or whose immune system is weakened).

1. Workers can of course contact the service voucher company at any time if they have doubts about the workplace, if they are worried about working with (older) users, etc.

2. Work should always be able to be organized safely. If the worker feels insecure because the planned measures are not (or cannot be) observed by the client, he has the right to leave the workplace. In this case, the worker immediately informs the service voucher company, which takes the appropriate measures with regard to the user.

3. Workers who feel sick suddenly or shortly before the performance of their duties report this to the service voucher company and to the user according to internal procedures. If a doctor finds a risk of contamination with covid-19, the employer is immediately informed. This informs (previous) users in accordance with the rules relating to privacy.

4. Workers with symptoms of covid-19 should strictly follow medical guidelines.

5. User work must be able to be carried out safely and the worker obviously adapts his behavior in order to minimize the risk of contamination:

- At the time of reception and during cleaning, the rules of social distancing must be taken into account. If the accommodation allows, the user is in a separate space during work. If this is not possible, the maximum reasonable distance must be respected. If it is not possible to maintain a minimum distance of 1.5 meters, the work cannot be carried out.
 - The worker is required to use gloves as much as possible. In addition, the worker washes his hands thoroughly and regularly with soap and water, at least before and after work. The worker uses disposable paper towels or a clean towel to dry their hands. Disposable paper towels are thrown away in a closed garbage bag.
- The first task consists of disinfecting the main contact points (door handles, switches, telephones, surfaces such as tables, worktops, remote controls, etc.) and sanitary facilities (especially the flush button, the railings, taps ...). The worker repeats this task when he has finished his work.

1. When traveling by public transport, the rules of social distancing should be fully applied. Companies must instruct workers who travel by public transport to users to travel outside peak hours as much as possible. In consultation with household helpers and customers, the service voucher company may consider adapting working hours; for insurance matters, the service voucher company must also always be kept informed in advance.
2. The worker always has a sufficient quantity of facial tissue with him. The worker covers his nose and mouth with a tissue when he blows his nose, sneezes and coughs. The worker then throws the handkerchief into a closable garbage bag and thoroughly cleans his hands.

Instructions for the client

1. A worker may not work under any pretext with a (presumed) contaminated person. The user informs the service voucher company as soon as possible if such a situation arises.

2. The user secures the workplace as follows:

- The user provides the possibility of washing their hands, a clean towel, a disinfectant product (eg bleach 10 * diluted in water) and of course all the equipment and cleaning products.
- The user ensures that the workplace is - as far as possible, but as much as possible - perfectly ventilated, preferably before the arrival of the worker. If mechanical ventilation is provided, it should be used to the maximum.
- During cleaning, the user avoids any contact with the worker. If the accommodation allows, the user is in a separate space during work. If this is not possible, the maximum reasonable distance must be respected. If it is not possible to maintain a minimum distance of 1.5 meters, the work cannot be carried out.
- Service checks are prepared in advance to avoid personal contact. The use of electronic service checks is strongly recommended.

Take care of yourself and safety first!

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