

Norcal Water COVID-19 Policy Revised 10/16/2020

Sales team

1. Call customer before appointment to confirm that no one in the household has health concerns. If for any reason a customer is concerned, we can reschedule or sell over the phone.
2. Minimize contact with customer, i.e. no shaking hands and maintain safe distance recommended by the CDC.
3. Don't share pens. Have customer use their own pen.
4. Wash hands and avoid any contact with face.

Technicians

1. Minimize contact with customer, i.e. no shaking hands and maintain safe distance recommended by the CDC.
2. Don't share pens. Have customer use their own pen.
3. Wear masks, latex / latex free gloves and foot booties as permitted while performing your service / installation.
4. Do not touch credit cards from customers. Allow customer to swipe their card, or collect info to be ran in office.
5. All invoices will be emailed to reduce risk of contact.
6. Wash hands and avoid any contact with face.

Office / Store

1. Minimize contact with customers. Wash hands and avoid contact with face.
2. At least twice a day or more often if deemed necessary, sanitize doors, doorknobs, counters, bathrooms, and any other surface customers may have come in contact with.
3. Confirm while on the phone scheduling the appointment, that no one in the household has any health concerns.

All Staff

1. Keep track of your health. If you are showing any signs of illness, you should stay home, notify the office, and contact your medical professional.
2. Wash hands regularly! Especially after blowing your nose, or coming into contact with others.
3. Sanitize the office weekly.
4. Sneeze or cough into the crook of your arm.

Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure, and even death. Standard recommendations to prevent spread of infection include: regular hand washing; covering mouth and nose when coughing or sneezing; thoroughly cooking meat and eggs. Avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

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Signature:

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Date: