

# HouseProud Atlanta

## Contact Protocols for Clients



HouseProud Atlanta is deeply invested in the safety and welfare of our clients, staff, volunteers and contractors. The challenges presented by the COVID-19 crisis has prompted HouseProud to review its contact protocol ensuring a comprehensive approach is in place. Our rules of engagement will allow us to continue serving our senior and disabled clients, while implementing the most effective precautionary measures to keep all parties safe.

1. HouseProud staff is currently working in *"isolation or from home"* to ensure that we are limiting face-to-face interaction between office team members.
2. Only clients that have emergency repair needs, as determined by HouseProud, will be served at this time in order to reduce unnecessary contact with our vulnerable population. Emergency repairs include: major roof issues that leak into the homeowners living space, significant plumbing issues such as no working toilet or no hot water, and major electrical issues.
3. We will make every effort to acquire necessary eligibility documentation for emergency repairs without entering the client's home. We will work to gather electronic documents first – through mobile texts and pictures, e-mail or regular mail.
4. If we cannot acquire digital documents, then we will ask that the homeowner leave documents on a porch or other location at an agreed upon time. We will visit the designated location wearing protective gear (disposable gloves and masks) to take pictures and notes from original documents, and will then leave or return the documents at the agreed upon place. We will avoid direct contact with the homeowner unless critically necessary.
5. If it becomes necessary to have direct contact, we will first find out if client has any COVID-19 symptoms or has recently been in contact with anyone who has been diagnosed with COVID-19. If symptoms are present or the client has otherwise been exposed, any work and contact will be delayed until the client has recovered or the prescribed incubation period has expired.
6. The HouseProud staff will adhere to CDC guidelines if contact is absolutely necessary:
  - a. Any contractor or HouseProud employee displaying symptoms of COVID-19 will stay home, seek medical evaluation, and will not be permitted to perform services for homeowners.
  - b. Staff will practice social distancing (6 feet or more) at all times.
  - c. Staff will wear masks and a fresh pair of gloves during any client interaction.
  - d. Staff will not use client's restroom at any time.
7. All work will be coordinated/scheduled remotely.
8. Contractors who are assigned to complete work for homeowners will be required to follow strict contact protocols which include:
  - a. Not requiring homeowner to sign for work completed
  - b. Providing paperless billing options directly to HouseProud Atlanta
  - c. If contractor is in the same location as client, social distancing will be practiced, staying at least 6 feet apart
  - d. Increased sanitation by every contractor before and after every call, including hand washing and disinfecting of all tools
  - e. Every contractor must wear shoe covers in client homes, latex gloves, and masks
  - f. Contractors must wipe down and sterilize in-home work space before and after the job is done
  - g. Contractors will not use client's bathroom under any circumstances

By following these protocols, HouseProud will safely accomplish providing repair and maintenance services to keep homeowners 'warm, safe and dry'.

**HouseProud Atlanta, Inc. | [www.houseproudatlanta.org](http://www.houseproudatlanta.org)**

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