

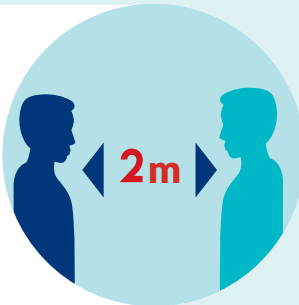
Quick Reference Guide for Housing officers & Property visitors

Before any property visit, please contact the client to confirm if anyone in the property has COVID-19 symptoms or if anyone in the property is extremely vulnerable to COVID-19 and advised to shield.

Do not go to work if you have symptoms of COVID-19 (high temperature and/or a new continuous cough)

Please remember – when interacting with people at home always...

Keep a
minimum
distance of
2 metres
where
possible



Wash hands
frequently
(for at least
20 seconds)
or use hand
sanitizer with
a minimum of
60% alcohol



Clean surfaces
frequently
including
door
handles,
rails, hoists
etc.



Avoid
touching
your face,
nose and
eyes



You should not provide assistance and support within 2 metres if this is not part of your normal duties, unless in an emergency.

When do you need PPE?

If you are visiting any household where any member of the household is showing symptoms of COVID-19 (and self-isolating) or you are unable to make an assessment of COVID-19 status and you cannot maintain 2 metres social distance

or

If you are visiting a household where any member of the household is in the **extremely vulnerable group** advised to shield*

What PPE should you use?

- Disposable gloves
- Disposable plastic apron
- Fluid repellent surgical mask (*you may use a simple surgical mask if you are visiting a household where someone is extremely vulnerable and advised to shield, and no one has COVID-19 symptoms)
- Eye protection (use if there is a risk of splashing)

Safe use and disposal of PPE

- Follow the [guidance](#) on how to safely put on / take off PPE
- Use new gloves, apron and mask for each property
- Follow the [guidance](#) on how to decontaminate re-usable eye protection (if required) after use
- To safely dispose of PPE, double bag used apron, gloves and mask
- Set aside from other waste for 72 hours before disposal in general waste
- Wash your hands after taking off PPE and handling waste



**Guidance based on PHE advice 22 April 2020 and subject to change.
Always check for updates on the [gov.uk](#) website.**

If you have concerns about your visit or PPE please speak to your manager.