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# FRANCHISE SECTOR SUMMARIES

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## RESIDENTIAL SERVICES

### BACKGROUND

Providing quality services inside and outside consumers' homes and covering a wide variety of services, there are broad recommendations that will be helpful to the reopening or continued safe operation of residential service brands.

### General Recommended Guidelines

- Services should be by appointment only.
    - » All appointments should be confirmed with a pre-screening call. Screeners should ask about the health of the home/site, anyone showing signs of COVID-19, the use of facemasks for anyone who will be at the home/site.
    - » Communications should be sent prior to the appointment outlining safety protocols.
  - Practice social distancing.
  - PPE should be worn by employees and customers.
  - Hand sanitizer should be provided for all employees to take to job sites.
  - Ask customers to limit their contact with employees while work is being completed.
- Ahead of a visit, customer should be contacted to discuss any new procedure(s), additional precautions and encourage the use of PPE by the customers.
  - Employee should discuss all extended safety and cleaning measures with the customer prior to starting any work to ensure a safe environment.
  - Employees should clean the work area entirely prior to leaving the site, following cleaning procedures outlined in communications to the customer.
  - Where possible, install hand washing/sanitizing stations on employee vehicles.
  - Payments should be processed via touchless systems or online.