

# Coronavirus Disease 2019 (COVID-19)

## Advice to Clients



### **What precautions are we taking as a business?**

#### **Social Isolation**

Being a pick-up and delivery service our contact with people is low. If we make face to face contact with a client, it is usually a brief five-minute encounter only. **Keep contact to below fifteen minutes. Keep at least one (1) metre away from other people to minimise the potential for spreading the virus.**

#### **Avoid touching eyes, nose and mouth**

Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

#### **Hand Washing and Hand Sanitising**

**During work wash your hands after every basket or more frequently if necessary.** Use alcohol-based hand sanitiser during other times and after physical contact. When handling cash, wash your hands immediately following the transaction.

#### **Surfaces**

##### **Clean the work surface after every basket**

Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.

#### **Sanitising Baskets/Hampers**

##### **Sanitise client baskets/hampers after each job**

Clean and sanitise baskets and clothes hampers according to guidance above for surfaces.

### **What if one of the Pressed for Success Team tests positive for the virus?**

1. The employee will be isolated and will not come to work.
2. As a precaution all remaining staff will begin wearing P2/N95 face masks.
3. Depending on medical advice all staff will be tested.
4. We keep accurate records of who completes each client's basket and we will let you know if your basket was completed by the employee.
5. We will re-laundry and re-iron your job to reduce the likelihood of transmission. The current available advice indicates that laundering kills the virus present on garments. This will be done by a healthy person.
6. Your garments will be returned to you by a healthy person in a plastic garment cover. This bag should be disposed of by you.

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### What can our clients do to help?

1. If you're sick, please let us know. We may need to defer your service until you're well.
2. To minimise social contact please leave your basket in a place that is accessible by us. We understand that security is a factor and you need to be comfortable with this approach, talk to us and we may be able to offer some guidance as to what other clients do.
3. On return if you have a clothing rack or hanging space we can utilise, let us know.
4. If you drop to the house, please leave in the alfresco as usual, any loose items can be left in the basket provided. We also have a rack in the alfresco for pick-up and drop-off.
5. Chit-Chat is great and we enjoy it, but please keep this to under 15 minutes to minimise the chance of transmission.

### Some final points

Your health and safety is our first responsibility. We will always do our best to keep you healthy while maintaining our quality standards.

During this time disruptions to service may occur. We will comply with all Government and health department instructions during this pandemic.

This is a short-term health crisis, so don't panic. We're all in this together!

Felicity Edwards

Owner

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